

Client Vision Support Volunteer

Background: Center for Changing Lives (CCL)'s vision is a community where everyone thrives. Too often, resource and economic opportunity limit participants' choices and capacity to achieve their goals and vision. CCL partners with those held back by lack of resource and economic opportunity in order to uncover possibilities, overcome barriers, and realize their potential in the form of partnership through coaching, training and educating, coalition building, advocacy and organizing. CCL's core services of financial, employment, and resource development coaching are supported by the time, skills, and dedication volunteers.

Position Overview:

The Client Vision Support Volunteer is responsible for meeting with first-time clients who are interested in resource development, financial, and housing coaching. This role is very interactive and requires the volunteer to engage personally with clients. Volunteers in this role will directly support clients with creating a vision and goal-setting, introducing them to CCL and to the coaching process. Volunteers will also screen clients for income supports using CCL's screening process, and help clients apply as necessary. This person is one of the first people that clients interact with and provides space for clients to recognize their strengths and think big. This role will also ask that volunteers document meetings, using guidelines and documentation strategies outlined by CCL.

The Client Vision Support Volunteer will communicate most directly with the Resource & Connection Coordinator, the Front Desk volunteers, and the Housing and Financial Coaches. They will utilize the CCL google calendar to schedule clients for next steps and appointments. Volunteers will be trained by the Resource & Connection Coordinator as well as by current volunteers, through shadowing client meetings, completing mock client meetings, and discussion.

CCL is seeking a volunteer who can commit to at least two 1.5 hour client meetings per week. Days and times are flexible.

To be most successful in this position, volunteers should have the following qualifications:

- Adaptability
- Confidence
- Curiosity
- Good listening skills
- Self-awareness
- Organized
- Good communication
- Make others feel comfortable and confident talking about their experiences and competencies
- Bilingual preferred, but not necessary!

Benefits:

- Provide support for those facing lack of resource, support, and economic opportunity
- Build your network of professionals and community members working for structural policy change surrounding low-income housing, employment, and resource allocation
- Opportunity to develop professional and nonprofit skills and relationships that can be used on a resume
- Opportunity to build strong employment references
- Opportunity to lead on an advocacy project or create a group within CCL