

Westmoreland Volunteer Corps
Volunteer Positions Offered by Agencies – 2009-2010

1. AGENCY NAME: Bethesda Cares, Inc. (1 position)

A community outreach program for the homeless which also seeks to prevent homelessness with an eviction/utility shut-off prevention program. Offers lunch, showers, clothing, toiletries, medical care, use of the office address, phone and business equipment. An outreach social worker provides counseling and referrals, assistance with resumes and client advocacy.

Address: 7728 Woodmont Avenue, Bethesda MD 20814

WEBSITE: www.bethesdacares.com

Job Description: Social Worker Assistant

The incumbent will work with a diverse population of homeless people. The long term volunteer will assist a professional social worker with intake services, provide direct services in answer to clients' needs, provide referrals to other services, assist with counseling interviews, and assist clients with applications. This is a loosely structured job as we individualize services to each client.

Training Objectives during the job:

Overall training objectives are designed to give the social worker assistant professional development in the field of social work, provide basic understanding of the systems involved and an overview of policy decision making and outcomes.

- a. Objectives of the training program:
 - a. Develop listening, questioning, diagnostic skills in working with the homeless population.
 - b. Learn Bethesda Cares overall mission and framework for service delivery which is client centered and directed.
 - c. Learn and exhibit the social worker ethical and professional agency guidelines.
 - d. Understand the agency's policies and procedures.
 - e. Work with and appreciate the cultural diversity of homeless clients.
 - f. Understand the legal system's effect on homeless individuals in regard to the mentally ill.
 - g. Understand the legal and ethical concerns of a practicing social work.
 - h. Learn the network of agencies and the referral system to place clients.
 - i. Understand Bethesda Cares role in the continuum of care for the homeless.
 - j. Understand who the key people are in setting social policy in the county.
 - k. Understand and develop resources to assist clients.
 - l. Learn to evaluate and problem solve cases.
- What skills will the trainee acquire during the program?
 - a. Learn the core competencies of a professional social worker.
 - b. Learn resource development in the social service field.
 - c. Exhibit comprehension of the client centered approach of social work.
 - d. Maintain confidential client files and other paperwork.
 - e. Identify behaviors in substance abuse and mental illness as indices for treatment pathways.
 - f. Meet and discuss issues with policy makers.

- g. Develop working relationships with people from all walks of life.
- h. Learn case presentation and analysis.
- i. Learn to question and evaluate underlying beliefs of both system and client issues.
- j. Collect data, tabulate and evaluate with analysis for planning.
- k. Gain knowledge of how local, state and Federal decisions affect the poor.
- l. How does on-the-job training, as opposed to theoretical learning, help the trainee master the skills listed in question 2 above?

Homelessness is a name for many social system failures. Working on the job gives currency to theoretical learning in the fields of communication, substance abuse, domestic violence, mental illness, cultural issues of the immigrants, and public policy planning. Bethesda Cares offers a laboratory to work on multiple client problems, work with people from different cultures as well as North Americans. Our proximity to Washington DC allows the trainee a chance to learn and follow issues at the local, state and Federal levels of government. This up-close and hands on can't be taught in the classroom. It also allows for what works in the theoretical and in real practice and what doesn't. The trainee will have an opportunity to try new behaviors and practices. He/she will work in a supportive environment that encourages new approaches, mistakes may be made to learn and evaluate what works best for him/her and personal style as well as with a difficult to serve population.

1) Methods of the Training Program

a) **Orientation** Upon arrival the trainee will go through a two week orientation on all programs, services, staff, and volunteers, board of directors and network of providers.

b) **Shadowing/Training** The outreach social worker will have the trainee shadow her as well as train him in all aspects of the job including taking him to outside meetings and introducing him to the other agencies. Interspersed though out the year, the trainee will spend time with other staff to learn what they do and see a little deeper how the services tie in with one another. This will follow completion of the intensive social work training. In addition to service, research will be added to look at the social problems and possible policy solutions. This macro approach will give the trainee the system perspective with an eye toward long term solutions. The trainee is slated to attend a three day training on leadership and building bases for policy change.

c) **Practicum** The trainee will provide outreach social services under supervision of the social worker.

d) **Clinical Supervision** The trainee will present cases to the social worker once a week for feedback and clinical assistance.

e) **Feedback/Evaluation** Formal evaluation will follow each training component. Informal feedback from the trainee and to the trainee is part of the daily interaction.

2) The **chronological** phases of the training program are guidelines. The material may take longer or shorter to absorb than planned. We will mutually adjust the schedule.

Orientation is planned for a two week period with all staff involved to give trainee an in depth overview of the organization.

Shadowing will begin and follow a 6 week course of introduction to social worker ethics, responsibilities as well as working with the social worker in all aspects of the job from learning intake process to calling

on resources to tailor a treatment plan for the client. In addition, the trainee will have time to meet and talk to those who come to the office but not necessarily for service.

3) Off site activities

The training will include:

- Site visits to other agencies to see how we work together and how they operate.
- Professional meetings in the county, including homeless teaming meeting, criminal justice and behavioral health and coalition for mental health.
- In service trainings at the trainee’s discretion. Trainings are offered by the county Department of Health and Human Services and Suburban Hospital.

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2. AGENCY NAME: Bread for the City (3 Positions)

This agency serves urban low-income and homeless residents with a holistic approach including food, clothing, social services, medical and legal care. Various departments work together to provide services to more than 11,000 individuals and families a month.

ADDRESS:

Southeast Center
1640 Good Hope Rd, SE
Washington DC 20020

Northwest Center
1525 7th St, NW
Washington DC 20001

WEBSITE: www.breadforthecity.org

JOB DESCRIPTIONS: (3 positions)

Position 1 - Social Services Case Worker and Intake Coordinator - NW Center

The primary focus of this position is to assess both urgent and long-term client needs. During a client’s first visit to Bread for the City, and once per year after that, clients meet with intake coordinators to identify public benefits, Bread for the City programs, and partner agencies that can help them reach economic stability. The position involves a great deal of contact with clients, as well as calls, letters and face-to-face visits with a variety of private and public agencies on behalf of the client.

The person in this position may be asked to participate in developing a new program at Bread for the City through which homeless individuals who receive public benefits will be matched together and will be moved into an apartment that their combined incomes can afford. This new project will require a great deal of creative thinking.

QUALIFICATIONS OR SKILLS:

The position requires strong interpersonal skills and an ability to work with diverse groups of people, including clients living with physical and mental illnesses and volunteers from myriad backgrounds. Good organizational skills, strong listening skills, and the ability to manage several projects

simultaneously are a must. Fluency in Spanish, patience, perseverance, and a capacity and interest in learning about government programs are helpful. Flexibility, optimism and a cooperative spirit in the face of hectic working conditions, plus a sense of humor are all very helpful. Above all, a volunteer should be committed to working for social justice.

Position 2 - Medical Clinic Coordinator - NW Center

The primary responsibility of a Medical Clinic Coordinator is to manage teams of volunteer health care providers and oversee patient flow during clinic sessions. The clinic coordinator follows up on patient care, including referrals to hospitals for specialty care. The clinic coordinator supports the Medical Clinic Director with organizations and planning. The clinics include adult general medicine, pediatrics, job physicals, and occasional specialty clinics.

QUALIFICATIONS OR SKILLS:

The ability to speak Spanish is a requirement of this position. The position requires strong interpersonal skills and an ability to work with diverse groups of people, including patients suffering from physical and/or mental illness and volunteer health care professionals. Strong organizational skills are a must as the position involves managing multiple projects simultaneously. Good listening skills, patience, perseverance, flexibility and a commitment to working for and with low-income people is extremely helpful.

Position 3 – Volunteer Coordinator – NW Center

The primary focus of this position is to oversee the many volunteers that come through Bread for the City on a yearly basis. Volunteers help in all of Bread for the City’s five service programs, providing vital support to our small staff. This position will match potential volunteers with BFC programs, maintain the volunteer schedule for individual volunteers as well as groups, manage the recruitment process, and track volunteers using Raiser’s Edge software. The Volunteer Coordinator also oversees all in-kind donations; working with interested partners to organize food and clothing drives.

QUALIFICATIONS OR SKILLS:

The position requires strong interpersonal skills and an ability to work with diverse groups of people, including and low-income clients and corporate executives. Good organizational skills, strong listening skills, and the ability to manage several projects simultaneously are a must. Flexibility, optimism and a cooperative spirit in the face of hectic working conditions, plus a sense of humor are all very helpful. Above all, a volunteer should be committed to working for social justice.

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3. AGENCY NAME: Christ House (3 Positions)

The Mission of Christ House is to provide comprehensive health care for sick, homeless men and women and assist them in addressing critical issues to help break the cycle of homelessness. A 33-bed health care facility, Christ House is a temporary residence where people who are homeless and sick can receive medical care, social services, nutritious meals, and rest. Christ House has been continuously serving those who are homeless and sick since December 24, 1985.

ADDRESS: 1717 Columbia Road NW, Washington, DC 20009

WEBSITE: www.christhouse.org

Position 1 - Medical Unit Assistant:

Assist with everyday organization and management of the nursing unit: transcribe physicians' orders, schedule patients' medical appointments at local hospitals, order lab work, update medical records, answer phones. Hours are Monday-Friday 9:00 AM to 5:30 PM.

QUALIFICATIONS OR SKILLS: Bachelor's degree and experience in a medical setting preferred. Candidate must be organized, detail-oriented, and able to work well under pressure. This job is best suited for an individual interested in clinic administration and/or public health.

Position 2 - Case Management Assistant:

Assist with everyday operations of the case management department; assist with patient intake; verify insurance status of patients; assist patients with enrollment in social services programs; collect, analyze, and maintain social services statistics; accompany patients to social services appointments at local agencies. Hours are Monday through Friday 8:30 AM to 5:00 PM with some variation to accommodate local social service agencies. Case Management Assistant also works alternating Saturdays at the nurses' station, 7 AM to 3 PM (40 hours per week).

QUALIFICATIONS OR SKILLS: Bachelor's degree and basic computer skills required. Experience in direct services preferred. Candidate must be organized and detail-oriented. Cultural sensitivity, professionalism, confidentiality, empathy, and ability to maintain appropriate boundaries required.

Position 3 - Generalist:

Assist with everyday organization and management of the administrative departments: food services, development, human resources, volunteers, finance, etc. Accompany patients on medical appointments. This job is somewhat flexible and can be revised to accommodate the greatest talents of the individual: ie, the position could include cooking, programming, etc. Hours are Monday through Friday 8:30 AM to 5:00 PM. However, hours will frequently be adjusted to accommodate patient accompaniments. The Generalist also works alternating Saturdays at the nurses' station, 7 AM to 3 PM (40 hours per week).

QUALIFICATIONS OR SKILLS: High School equivalency required, bachelor's degree preferred. Computer literacy and familiarity with MS Office preferred. Other requirements include: cultural sensitivity, professionalism, confidentiality, empathy, ability to maintain appropriate boundaries, ability to complete tasks with minimum supervision.

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4. AGENCY NAME: The DC Rape Crisis Center (1 Position)

The DC Rape Crisis Center is dedicated to creating a world free of sexual violence. The Center works for social change through community outreach, education, and legal and public policy initiatives. It helps survivors and their families heal from the aftermath of sexual violence through crisis intervention, counseling and advocacy. Committed to the belief that all forms of

oppression are linked, the Center values accessibility, cultural diversity and the empowerment of women and children. Our work includes helping adults heal from sexual violence, helping children heal from sexual abuse, and accompanying survivors through the systems.

ADDRESS: P.O. Box 34125
Washington, DC 20043-2145

WEBSITE: www.dcrcc.org

JOB DESCRIPTION:

Community Educator for Children

- Conduct educational presentations with an emphasis on working with elementary aged children
- Conduct presentations to parents, teachers and adult allies of children
- Conduct outreach to youth groups and educational institutions
- Schedule presentations as needed
- Conduct evaluations by audiences receiving presentations
- Implement the annual poster contest and reception for elementary schools
- Conduct outreach to targeted, underserved communities for educational presentations
- Assist with other departmental activities such as Sexual Assault Awareness Month, coordinating presentations to or about children
- Answer hotline and companion calls as needed and take rotating staff backup shifts.
- Report in writing monthly to Director of Community Education on all assigned activities.

QUALIFICATIONS OR SKILLS:

- Training, teaching, or public speaking experience
- Experience working with children
- Able to work effectively in diverse groups
- Familiarity with sexual violence issues

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5. AGENCY NAME: For Love of Children (FLOC) (1 Position)

For Love of Children's mission is to provide young children and high-risk youth with the resources to achieve educational and personal success through a continuum of educational services that prepares them to become confident, life-long learners and contributing members of their communities. FLOC's services include the Neighborhood Tutoring Program, the Leaders in the Making Program, the Outdoor Education Center and the Educational Advocacy and Guidance Program.

ADDRESS: 1763 Columbia Rd, NW, Washington DC 20009

WEBSITE: www.floc.org and www.flocoutdoors.org

Position: Leaders in the Making Program Assistant

Program: *Leaders in the Making Program (LITM)*

Leaders in the Making Program Description: The purpose of the LITM program is to provide a safe space for self-discovery, to empower students to be leaders and change agents in their communities, to spark curiosity, to encourage exploration of the world, and to foster a sense of stewardship for the natural world.

The LITM program has two main components. During the school year, the LITM program facilitates weekly after-school workshops for 6th, 7th and 8th graders. These workshops focus on leadership, teambuilding, ecology and the environment, diversity, global cultures and community service. Each of these themes is explored in a variety of ways, including hands-on activities, field trips, guest speakers, community service events, and longer-term projects.

The other major LITM program component is its connection to FLOC's Outdoor Education Center (OEC). The OEC is a 350-acre outdoor classroom located near Harpers Ferry, WV. Situated on the Appalachian Trail and the Shenandoah River, the OEC is an ideal spot for exploring the natural world. In-place activities at OEC include: environmental learning stations (wind energy, solar energy, stream and water studies, natural resource conservation, etc.); high and low ropes courses; canoeing; backpacking; camping; hiking; mountain biking; rock climbing; and much more.

Job Responsibilities for the LITM Program Assistant during the 2009-2010 school year:

The job responsibilities of the LITM Program Assistant span five broad categories: student recruitment, program planning and implementation, curriculum development, program evaluation, and outreach. Within these five work areas, the LITM Program Assistant will have a great deal of flexibility to be creative and innovative.

Specifically, the LITM Program Assistant will help the LITM Program Coordinators:

- Create lesson plans for weekly workshops
- Research and prepare supplemental materials to support curriculum
- Co-teach/co-facilitate during weekly workshops
- Maintain consistent communication with LITM students and families
- Recruit new students
- Organize field trips
- Coordinate guest speakers
- Implement program evaluation strategies
- Maintain an organization-wide database
- Meet weekly with LITM staff
- Plan for the 2010 Summer Program
- Complete other tasks as needed

Qualifications and Skills Needed:

- College degree
- Desire to work with youth
- Experience facilitating and/or teaching a plus
- Program planning and curriculum development experience a plus
- Sincere interest in environmental education
- Appreciation and respect for diversity
- Experience teaching environmental education a plus
- Spanish language skills a plus
- Ability to organize and multi-task effectively

- Willingness and desire to initiate program ideas
- Ability to co-lead activities and to work effectively with others
- Working knowledge of Microsoft Word and Excel

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6. AGENCY NAME: Mobile Medical Care, Inc (1 Position)

AGENCY DESCRIPTION: Mobile Med is a nonprofit organization whose mission is to provide primary medical care to the low-income, uninsured, working poor, and homeless in Montgomery County.

ADDRESS: 9309 Old Georgetown Road
Bethesda, MD 20814

WEBSITE: www.mobilemedicalcare.org

JOB DESCRIPTION: Community Health Worker

General Description:

The Community Health Worker is a non-licensed staff person or volunteer whose primary role is to assist the clinical team in providing primary medical care to uninsured and/or homeless patients.

Responsibilities

- In collaboration with the Mobile Medical Care clinical team, and within legal scope of practice, conduct assessment of patient needs and provide assistance in the implementation of the plan of care.
- Assist the Clinic Coordinator in managing patient flow through the clinic.
- Assist in the maintenance of accurate and orderly medical records for each patient.
- Within scope of practice, assist the Clinic Coordinator in providing medical case management.
- Assist the Medical Records staff in organizing records for clinic sessions and other activities and needs.
- Assist the Clinic Coordinator in maintaining adequate medical supplies for each clinic site.
- In collaboration with the clinical team, coordinate programs designed to meet the needs of specialized groups of patients (e.g. Healthy Bodies Program, Diabetes Program).
- Participate in Clinical Team activities such as medical record review, clinical audits, team meetings, and case conferences.
- Accept and complete other duties and responsibilities as assigned.

QUALIFICATIONS OR SKILLS:

- Bachelors Degree in health or social service-related field of study.
- Ability to work with vulnerable populations.
- Cultural sensitivity to the needs of a multiethnic population.
- Well-developed verbal and written communication skills.
- Prefer bilingual (English and Spanish, French, Chinese, or Korean.)

Reports to: Clinical Director

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7. Agency Name: N Street Village (1 Position)

N Street Village empowers homeless and low-income women to claim their highest quality of life by offering a broad spectrum of services and advocacy in an atmosphere of dignity and respect. The Village also provides affordable housing for low and moderate-income individuals and families.

Address: 1333 N Street NW, Washington, DC 20005

Web address: www.nstreetvillage.org

Position Summary: Bethany Program Assistant

The Bethany Program Assistant reports to the Bethany Manager. The Bethany Women's Center Program Assistant shares responsibility with the Bethany Program Staff for maintaining a safe place for homeless and low-income women to access basic services 365 days a year. The Program Assistant should place emphasis not only on maintaining program operations, but also on building relationships slowly with the women we serve in order to assist them crossing the many barriers that keep them homeless.

Responsibilities:

- Informal interaction and therapeutic engagement with clients of Bethany Womens Center through greeting, conversation, games and group activities
- Duties and tasks related to opening and closing of the facility
- Coordinate and lead house meetings
- Orient new clients to Bethany Day Center policy and procedure by explaining guidelines for services, helping to set reasonable expectations, and offering guidance on available services
- Meal set-up and service, occasional food preparation
- Inventory, stocking supplies, and program-related errands
- Maintain program facilities and spaces to ensure continuity of basic services such as showers, laundry, clothing, etc.
- Respond readily to immediate client needs or crisis; address and seek to resolve conflicts; enforce program rules, including issuing restrictions as necessary
- Engage clients by encouraging positive interactions and modeling pro-social behaviors
- Supervise volunteers
- Other duties as assigned

Qualifications:

- Bachelors level preparation preferred
- Experience in direct service work with vulnerable populations preferred
- Sensitivity to the issues faced by homeless women, including mental illness, addiction, poverty etc.; and sensitivity to issues of diversity and inclusion
- Willingness to enforce program rules and staff team decisions
- Knowledge of DC social services a plus
- Experience working with volunteers preferred
- Knowledge of Microsoft Word and Excel
- Ability to work independently
- Time management and personal organizational skills necessary

Skills:

- Mature abilities in developing interpersonal relations, communication, problem-solving, conflict resolution

- Capacity to maintain strict confidentiality
- Ability to multi-task and be adaptable in an ever-changing environment
- Knowledge of Microsoft Word and Excel
- Ability to work independently
- Strong cultural competence, including excellent interactions and communication ability with a diverse population
- Experience working with volunteers and consultants
- Values commensurate with an interfaith community committed to providing inclusive services without regard to race, religion, physical or mental ability, or sexual orientation

Hours of Work: This is a full-time position requiring 40 hrs a week. There will be at least three weekend shifts in Bethany Women’s Center or the Night Shelter per month. This position also shares coverage on holidays in rotation with other staff for which compensatory time is granted.

N Street Village is an equal opportunity employer.

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8. AGENCY NAME: Pregnancy Aid Centers, Inc (2 Positions)

Pregnancy Aid Centers (PAC) is an independent, non-sectarian, non-profit, community-based social service agency and women and newborns health clinic. PAC provides medical and social services to low-income minority women and newborns who are uninsured or have Medicaid.

Address: 4809 Greenbelt Rd., College Park, MD 20740

WEBSITE: www.pregnancyaidctr.com

Two alternate job descriptions below: (1) Medical Social Worker (for those more interested in social work); or (not and) (2) Medical Assistant (for those more interested in medical work)

Position 1 Summary: Medical Social Worker

Westmoreland Volunteer offers friendly, courteous, and confidential assistance to every patient to ensure that the patient has a positive experience while at Pregnancy Aid Center. Assist with the provision of the quality services, conducts psycho-social intake, and case management of clients. She/he maintains accurate information on each patient to facilitate the patient encounter. Support PAC’s Mission Statement and complies with policies and procedures of the Organization.

Duties and Responsibilities:

- Open medical history charts for new pregnant and family planning patients.
- Runs pregnancy tests and provides options counseling
- Interviews clients and determines if they are eligible for Medicaid, Title X, BCCP, AHN, self-pay maternity programs that are a part of the financial screening process.
- Schedules specialty consults.
- Maintains familiarity with various types of Medicaid Health Plans and is able to explain them to patients.
- Makes calls to patients who have missed their appointments and reschedules them.
- Accurately enters patient information in Medisoft and Ahlers databases.

- Verifies eligibility for Medicaid and attaches copies of the patients' Medicaid/MCO card to patient's chart.
- Follows up on eligibility concerns with the DMHM or local health department.
- Sets up birthing video for patient education at 36 weeks pregnant.
- Works as a team member with other social work interns.
- Demonstrates a positive, can-do attitude in responding to employee and patient's needs.
- Attends in-service and/or trainings.
- Other duties as assigned.

Minimum qualifications:

- Able to use standard office machines
- Knowledge of women's health conditions and services
- Ability to work as a part of a team and independently
- Ability to anticipate needs of patient for the particular visit type
- Bilingual in English/Spanish or French
- Ability to work in a busy environment
- Demonstrates sensitivity and relates well with individuals from diverse cultures

The Westmoreland volunteer works under the supervision of the Social Worker.

Alternate Position:

Position 2 Summary: Medical Assistant

Assist in the operation of the medical services during clinic sessions under the supervision of the Nurse Practitioner or Midwife.

General Duties and Responsibilities:

- Open medical charts for new pregnant and family planning patients.
- Collect and record patient's data on lab forms.
- Perform vital signs, weighs patients, collects urine specimens and documents patient complaints.
- Assist medical providers during exams, treatment and translate as needed.
- Laboratory responsibilities are dip urines, collection and preparation of specimens for outside labs.
- Enter lab work ordered by clinicians into Quest and Lab Corp computers, print lab slips, and gives them to patients.
- Provide as instructed by medical provider treatment instructions, directions for outside referrals and follow-up care.
- Assures timeliness of services rendered to patients and looks after their comfort while in the clinic.
- Ensure nurse's station, and exam areas are cleaned and supplied.
- Demonstrates a positive, can-do attitude in responding to employee and patient's needs.
- Assist with translation when necessary
- Attends in-service and/or trainings.
- Clean up exam room between each patient visit.
- Other duties as assigned.

Qualifications:

- Current CPR Certificate
- Basic knowledge of medical terminology

- Ability to work as a part of a team and independently
- Ability to anticipate needs of patient for the particular visit type
- Bilingual in English/Spanish or French
- Ability to work in a busy environment
- Demonstrates sensitivity and relates well with individuals from diverse cultures

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9. AGENCY NAME: Samaritan Ministry of Greater Washington (1 Position)

Samaritan Ministry is a non-profit organization dedicated to helping people who are homeless or in need to help themselves. The agency’s *Next Step* self-sufficiency approach allows Participants to set life improvement goals for themselves and with the help of Samaritan Ministry staff, determine a series of manageable, specific tasks toward the fulfillment of those goals. Services such as housing and employment counseling, coaching, motivation, and more are offered by the program. Samaritan Ministry offers free help to anyone who wants to make a change in his or her life. There is no religious requirement for Program Participants of Samaritan Ministry.

ADDRESS: 1516 Hamilton Street NW, Washington, DC 20011 (Main Office)

Additional offices and possible placement locations include:

- 1345 U Street SE, Washington, DC 20020
- 2207 Columbia Pike, Arlington, VA 22204

WEBSITE: www.samaritanministry.org

JOB DESCRIPTION: *Next Step* Program case worker

- Conducts intake interviews to assess the circumstances and needs of persons coming to SMGW for assistance, to explain the *Next Step* program and its methodology.
- Develops and updates Individual Development Plans (IDPs) with program participants, assisting them to set and prioritize short and long-range goals.
- Meets with program participants to help them set and take manageable, achievable *next steps* toward goal achievement, empowerment and self-reliance, providing encouragement, coaching, support, information, referrals and resources within the Next Step philosophy and methodology.
- Participates actively in case consultations with other caseworkers and program staff, seeking and providing advice and suggestions for effective case management in general and in individual situations.
- Supports/Assists Program Participants with:
 - Completing on-line job applications;
 - Completing applications for food stamps and other benefits;
 - Setting up and using free email accounts;
 - Using computers/Internet for things like job search;
 - Writing basic cover letters, sending faxes, attaching resumes to emails, etc.;
 - Editing/updating resumes;
- Serves as back-up Front Office Coordinator as needed
- Enters participant information (e.g. registration forms) into the casework database
- Assists casework staff with other routine duties such as making copies of forms, sorting/organizing donations and office cleaning tasks
- Conducts trainings for participants and assists in the training of volunteer staff to serve as front office coordinators, resume writers, workshop leaders, caseworkers, etc.

- Maintains effective working relationships with other agencies, service providers and resources to which (and from which) participants may be referred; conducts outreach visits when necessary, sharing information about the Next Step program and obtaining current information about other resources; Regularly contributes to the resource directory; updates and maintains the accuracy of records.
- Participates actively in training and development activities and in special projects aimed at continually improving program services.
- Participates in SMGW special events, helping to share information about SMGW and working to ensure event success.
- Attends staff meetings and other meetings as required by supervisor.
- Other duties as assigned.
- Working hours are 8:45am-5:00pm

Internship Learning Opportunities:

- Gain an understanding of the circumstances and conditions leading to homelessness and unemployment;
- Obtain/strengthen the skills to assist program participants set and achieve goals;
- Become familiar with typical resources and services available to people in need, including entitlement programs;
- Work in partnership with Samaritan Ministry staff and volunteers as well as those from other agencies;
- Hone presentation and leadership skills, and
- Develop and implement a new program/service component or enhancement.

QUALIFICATIONS OR SKILLS:

- Must have good listening, organizing, and public speaking skills;
- Demonstrated analytical, interpersonal, and leadership skills; and
- Ability to do research as well as maintain records.

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10. AGENCY NAME: Sasha Bruce Youthwork, Inc. (4 Positions)

Sasha Bruce Youthwork is one of the largest and most experienced providers of services to youth in Washington, DC. Our mission is to improve the lives of runaway, homeless, abused, and neglected and at-risk youth and their families in the Washington area. We achieve this by providing shelter, counseling, life skills training and positive youth development activities to approximately 1,500 youth and 5,000 family members each year. Our work helps young people find safe homes, achieve and maintain good health and mental health, create and strengthen supportive and stable families, explore opportunities in education and careers, and become tomorrow’s leaders. Through 18 professionally staffed programs located throughout the city, Sasha Bruce Youthwork helps young people and families discover their own abilities to transform their lives.

ADDRESS:

741 8th Street, SE
 Washington, DC 20003

WEBSITE: www.sashabruce.org

Position 1: Residential Service Counselor

In 2005, one-third of homeless people in DC were children. Some of these children are part of homeless families, and others are unable to live at home for a variety of reasons - kicked out of the house by a parent or guardian who sees no other options and has limited parenting skills, leaving voluntarily because they're being abused or neglected, or leaving simply seeking more safety, independence, or opportunities than they found at home. Whatever the reason, a young person who needs a place to stay can find a home at Sasha Bruce, the only open-access shelter for youth in the city. All of our programs offer counseling and classes that can lead young people back to a more stable and supportive family situation, or on a path to true independence and self-sufficiency.

Responsibilities:

- **Facilitate/Coordinate Groups:** The counselor will share responsibility of coming up with appropriate topics for group discussions. The counselor will co-facilitate these groups with either Sasha Bruce staff or guest facilitator. The counselor will share responsibility in documenting group.
- **Administrative Work:** The counselor will be responsible for keeping accurate tokens and attendance records, records of daily activities, to be included in a required weekly/monthly reports. The counselor will be responsible for updating and identifying community resources for services relative to youth and families. The counselor will maintain an accurate data collection of information on residents.
- **Clinical Services/Case Management:** The counselor will provide case management services to youth referred for residential services. This may include individual and family counseling, targeting and providing services as needed, tracking and documenting the client's behavior, and being accessible to the client and families for counseling.
- **Educational Advocacy:** The counselor will be responsible for planning educational activities or events for youth in the residential facility that are not physically enrolled in a school setting. The counselor will work along with the primary counselor in the emergency shelter in an effort to assist with getting those youth enrolled in school who are not in school. This responsibility may include making school visits, meeting with school officials, making calls to schools, obtaining report cards and soliciting support from the SBY agency educational advocate.
- **Assist in the planning of monthly calendar:** The counselor will share responsibility of planning a monthly calendar to be completed prior to the end of the previous month. This includes brainstorming ideas, researching, planning activities and making community contacts. The counselor will be responsible for making follow up calls to confirm activities and send thank you letters to individuals or organizations as needed.

Training and supervision

The counselor will meet with the Program Director or Clinical Coordinator on a weekly basis. The counselor is expected to attend weekly staff meeting, monthly in-service training, weekly consultation training and any other SBY training as requested.

Interested candidates should apply for this creative, enjoyable, learning and challenging position that will provide personal growth and development.

QUALIFICATIONS OR SKILLS:

- Creativity

- Ability to listen well
- Open-mindedness
- Ability to work well with people, especially adolescents
- Patience
- Initiative with planning and implementing projects

Position 2: Intensive Third Party Monitoring Program Assistant

This program is a partnership with the Department of Youth Rehabilitation Services to prevent recidivism among committed or detained adolescents through intensive case management, counseling and family reunification. The ITPM program provides case management, assessment, counseling, skill training, crisis response, family preservation services, mentoring and monitoring services for youth involved in the D.C. juvenile justice system. Youth referred to the program are usually stepped down from secure custody, group homes, shelter homes, and residential treatment centers.

Case Management Duties:

- Assist with case management, broker services, and monitor clients in ITPM.
- Participate in all SBY consultations, trainings, in-services, conferences, any other training identified by the Program Director.
- Assist with the development of program ideas and activities.
- Assist with supervision and Management of the SBY Go-Go Band during practice and scheduled events.
- Assist Program Director with assigning monitors for face to face contact with clients on a daily basis.
- Responsible for Submission of SBY Daily Census to DYRS on a daily basis.
- Attend ITPM Staff meetings and trainings
- Attend all scheduled meetings, court hearings and school/IEP meetings; assist in gathering statistical data for reporting purposes.
- Other duties as assigned to include some administrative responsibilities.
- Will assist with special events such as field trips, groups and planned activities and SBY events.

QUALIFICATIONS OR SKILLS:

- Creativity
- Ability to listen well
- Open-mindedness
- Ability to work well with people, especially adolescents
- Patience
- Initiative with planning and implementing projects

Position 3: Aftercare Service Counselor

SBY’s Afterschool Project uses one-to-one mentoring relationships, tutoring and experiential learning focusing on areas of interest to out-of-school youth. Staff and volunteers with experience in life skills counseling, vocational training, civic engagement, academics, arts, recreational activities and information technology meet with teens on a daily basis in late afternoons at our shelter to share their perspective and to challenge youth to pursue achievement in these areas. Besides helping young people become re-engaged in school and providing them with ongoing tutoring, our Afterschool Project seeks to build participants’ leadership skills. Peer staff and participants develop a democratic process to identify and

promote individual leaders, who facilitate activities that include focuses on pregnancy, school enrollment, involvement with the Juvenile Justice System, communicable diseases, or drug abuse

Responsibilities:

- **Supervise activities Monday through Friday 10am-6pm:** The counselor will be responsible for organizing the aftercare participants when they arrive, beginning of the activities, give instruction when needed, provide snacks, give out tokens, and supervise the departure of the participants.
- **Facilitate/Coordinate Groups:** The counselor will share responsibility of coming up with appropriate topics for group discussions. The counselor will co-facilitate these groups with either Sasha Bruce staff or guest facilitator. The counselor will share responsibility in documenting group.
- **Administrative Work:** The counselor will be responsible for keeping accurate tokens and attendance records, records of daily activities, to be included in a required weekly/monthly reports. The counselor will be responsible for updating and identifying community resources for services relative to youth and families. The counselor will maintain an accurate data collection of information on aftercare participants.
- **Clinical Services/Case Management:** The counselor will provide case management services to youth referred for aftercare services. This may include individual and family counseling, targeting and providing services as needed, tracking and documenting the client's behavior, and being accessible to the client and families for counseling.
- **Educational Advocacy:** The counselor will be responsible for planning educational activities/events for youth in the emergency shelter that are not physically enrolled in a school setting. The counselor will work along with the primary counselor in the emergency shelter in an effort to assist with getting those youth enrolled in school who are not in school. This responsibility may include making school visits, meeting with school officials, making calls to schools, obtaining report cards and soliciting support from the SBY agency educational advocate.
- **Assist in the planning of monthly calendar:** The counselor will share responsibility of planning a monthly calendar to be completed prior to the end of the previous month. This includes brainstorming ideas, researching, planning activities and making community contacts. The counselor will be responsible for making follow up calls to confirm activities and send thank you letters to individuals or organizations as needed.

Training and supervision

The counselor will meet with the Program Director or Clinical Coordinator on a weekly basis. The counselor is expected to attend weekly staff meeting, monthly in-service training, weekly consultation training and any other SBY training as requested.

Interested candidates should apply for this creative, enjoyable, learning and challenging position that will provide personal growth and development.

QUALIFICATIONS OR SKILLS:

- Creativity
- Ability to listen well
- Open-mindedness
- Ability to work well with people, especially adolescents
- Patience
- Initiative with planning and implementing projects

Position 4: Volunteer Coordinator

Responsibilities:

- Recruit, screen, interview, process and place potential applicants to volunteer in one of the SBY programs, work with the youth and families, and/or work in the Administration office.
- To serve as a liaison between area Universities, Colleges, and organizations, to participate at volunteer fairs and other forums and events where we may potentially recruit volunteers.
- Provide support to the recruitment and placement of College and University interns as needed
- Assist in recruiting and assigning volunteers to special projects (e.g. gardening projects, Holiday)
- Brainstorm, create, and recommend special projects or activities to involve volunteers, young people, and agency staff.
- Submit monthly reports reflecting volunteer program activities to the Associate Director
- Other duties as assigned

QUALIFICATIONS OR SKILLS:

- Ability to listen well
- Open-mindedness
- Excellent judgment of character
- Patience
- Initiative with planning and implementing projects

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11. So Others May Eat (S.O.M.E.) (6 Positions)

Address: 60 “0” Street NW Washington, DC 20001

The Organization: SOME exists to help the poor and homeless of our nation's capital. We meet the immediate daily needs of the people we serve with food, clothing, and health care. We help break the cycle of homelessness by offering services, such as affordable housing, job training, addiction treatment, and counseling, to the poor, the elderly and individuals with mental illness

WEBSITE: www.some.org

Position 1 - So Others Might Eat-Center for Employment Training (SOME CET): Program Assistant

SOME Center for Employment Training (CET) is a program of SOME. The mission of SOME CET is to empower people to move themselves out of poverty and into living wage careers through a holistic approach that includes marketable skills training, basic education, human development and career services. SOME CET provides skills training in building maintenance and repair, business and customer relations, and medical administration.

SOME CET seeks to open our doors to those most in need of skills, deliver high-quality, relevant and up-to-date skills training in career areas which are in demand and retain trainees through the course of the program. SOME CET provides supplemental services that help trainees overcome the barriers to securing and maintaining meaningful employment. We assist trainees in securing careers that pay a living wage with benefits and provide post-placement services to ensure long-term success.

The Job: Program Assistant

The Program Assistant of SOME Center for Employment Training is responsible for Outreach & Recruitment, Volunteer Coordination and Front Desk Training. Specific duties include executing and maintaining the outreach plan of SOME CET and maintaining an enrollment of 60 individuals. Assessing prospective applicants to the program and scheduling admissions appointments. Recruiting and managing volunteers to support SOME CET students with basic education, career development and skill development. Direct client service through training and supervising individuals at the front desk to enhance their customer service skills. Also, the Program Assistant will support trainees administratively through management of student records and proper closing of trainee files after termination and maintaining record keeping standards of SOME.

Requirements:

- Commitment to service, compassion, appreciation of diversity
- Organizational skills, patience, flexibility
- Approachability
- strong customer service and interpersonal skills,
- Experience working with low income/ homeless population beneficial
- An interest in workforce development
- Strong office skills. Knowledge of computers, Especially Windows XP software
- Good writing skills
- Comfort with public speaking
- Good listening skills, maturity, good sense of humor
- Willingness to learn
- Knowledge of specific industry, including, but not limited, to hospitality, customer service, carpentry, plumbing, electrical, HVAC, construction, medical or social services preferred, but not required

Contact: For more information about this position, contact Emily Price, LGSW, Program Director, 202-583-4655, ext. 101 or epri@some.org.

Position 2 - So Others Might Eat-Center for Employment Training (SOME CET): Basic Education Coordinator

SOME Center for Employment Training (CET) is a program of SOME. The mission of SOME CET is to empower people to move themselves out of poverty and into living wage careers through a holistic approach that includes marketable skills training, basic education, human development and career services. SOME CET provides skills training in building maintenance and repair, business and customer relations, and medical administration.

SOME CET seeks to open our doors to those most in need of skills, deliver high-quality, relevant and up-to-date skills training in career areas which are in demand and retain trainees through the course of the program. SOME CET provides supplemental services that help trainees overcome the barriers to securing and maintaining meaningful employment. We assist trainees in securing careers that pay a living wage with benefits and provide post-placement services to ensure long-term success.

The Job: Basic Education Coordinator

The Basic Education Coordinator is the primary person responsible for Trainees educational growth while enrolled in SOME CET. He/She is responsible for all Pre-Post Testing of Trainees with the CASAS. Educational Goals are identified in conjunction with the trainee and the Basic Educ. Coordinator matches

trainees with tutors and appropriate PLATO assignments. Also to work in conjunction with the staff to ensure Trainees is achieving their educational goals.

Requirements:

- Desire to serve individuals with low education levels and low-income.
- Organizational skills, patience, flexibility, Approachability
- Ability to work 1-1 with individuals from diverse backgrounds.
- Strong customer service and interpersonal skills,
- An interest in workforce development and/or Adult Education
- Strong office skills. Knowledge of computers, especially Windows XP software
- Good listening skills, and maturity
- Willingness to learn
- Familiarity with Adult Education a Plus, but not necessary

Contact: For more information about this position, contact Emily Price, LGSW, Program Director, 202-583-4655, ext. 1031 or eprice@some.org.

Position 3 - So Others Might Eat- Center for Employment Training

SOME Center for Employment Training (CET) is a program of SOME. The mission of SOME CET is to empower people to move themselves out of poverty and into living wage careers through a holistic approach that includes marketable skills training, basic education, human development and career services. SOME CET provides skills training in building maintenance and repair, business and customer relations, and medical administration.

SOME CET seeks to open our doors to those most in need of skills, deliver high-quality, relevant and up-to-date skills training in career areas which are in demand and retain trainees through the course of the program. SOME CET provides supplemental services that help trainees overcome the barriers to securing and maintaining meaningful employment. We assist trainees in securing careers that pay a living wage with benefits and provide post-placement services to ensure long-term success.

The Job: Career Enrichment Coordinator

The Career Enrichment Coordinator of SOME Center for Employment Training is responsible for on-going support to graduates; recruiting, training and managing volunteers and assisting current trainees with goal achievement. Specific duties include maintaining follow-up retention stats on graduates through MIS. Designing forums for communication with graduates (on-line or meetings). Recruiting and managing volunteers to support SOME CET students with basic education, career development and skill development. Direct client service through administering individual student goal assessments and monitor quarterly progress. Advocate for students to achieve goals within SOME CET.

The Career Enrichment Coordinator should have strong customer service and interpersonal skills, experience working with low income/ homeless population, an interest in workforce development and strong office skills. High School Diploma or GED required.

Organized, Patient, Willing to Learn, Able to work in a team environment. Comfortable mentoring individuals from various ages and backgrounds. Complete trainings periodically throughout the District. Maintain dignity and respect while working with individuals and preserve the SOME & SOME CET mission through ones work.

Contact: For more information about this position, contact Emily Price, LGSW, Program Director, 202-583-4655, ext. 101 or eprice@some.org.

Position 4 - Long Term Volunteer for Medical Clinic at So Others Might Eat

The Job: Long Term Volunteer for Medical Clinic

The SOME medical clinic is looking for an individual who is interested in working with the underserved in Washington, DC. This is a busy primary care clinic for homeless and poor adults. The ideal candidate will be flexible and willing to learn. This volunteer opportunity is excellent for college graduates seeking experience in the medical or social services field. Applicants must possess a high school diploma. The long term volunteer will generate referrals for patients who receive indigent health insurance, work reception at the front desk, and have direct patient to patient contact. This person will be trained to do vital signs and EKG's as well as other duties as assigned. The work schedule for this position is Monday through Friday with flexible hours between 8:00AM to 4:30PM with up to 40 hours per week.

Requirements:

- help at the front desk
- direct patient to patient contact.
- do vital signs (we are willing to train)
- obtain EKG's (we are willing to train)
- Obtain prior authorizations for medications
- Respond to phone messages as appropriate
- Learn the basics of the EMR system
- Generate referrals
- Other duties as assigned

Supervisor: Chloe Gross

HR Volunteer Contact Person: Carolyn Penn (202)797-8806x1127

Position 5 - Activities Coordinator, Shalom House

The Job: Activities Coordinator

The Activity Coordinator provides educational and recreational activities for residents both in-house and in the community. Educational activities (cooking, money management, GED preparation, etc.) are provided to help residents improve basic living skills and move past homelessness. Recreational activities (concerts, games, picnics, community events) are provided to improve the residents socialization skills that may have been diminished due to past homelessness.

Primary Responsibilities:

- Develops, plans, and coordinates activities in cooperation with the tenants, providing recreational, social, spiritual, educational and personal growth opportunities for building residents.
- Facilitates interaction, learning and socialization between resident themselves and with those in the community to help improve the residents activities of daily living skills, as well as, improve the residents ability to interact with each other.
- Coordinates transportation for events and drives as needed.
- Informs the residents of opportunities for social and educational events in the community.
- Coordinates a monthly newsletter to inform residents of issues affecting them (e.g., changes to housing law, events in the community, etc.)

- Coordinates a monthly calendar of events to inform residents of upcoming events. Help plan events that are joint activities of SOME's three SRO's, Jeremiah House, Anna Cooper House and Shalom House.
- Prepare event summaries for the Program Supervisor.
- Contact organizations to get free or reduced price tickets to educational, theatrical, sporting and other recreational events and concerts.
- Schedule the yearly spiritual retreat for residents.
- Empower and inspire the residents toward achieving their goals.
- Participate with the C.A.R.E. (Citizens About Real Empowerment) group to assist the residents bring about structural change to issues facing the residents.
- Collect and distribute groceries for those residents in the Senior Grocery Program.
- Attend the weekly staff meetings of Shalom House.
- Answers telephone and doors and performs clerical tasks as needed.
- Flexes schedule at times as appropriate to accommodate needs of building residents and volunteers.
- Coordinates holiday events and picnics.
- Performs other duties as assigned by the Program Coordinator.

Secondary Responsibilities:

Recruits, screens, trains and supports volunteers.
 Produces and posts announcements of each event on all bulletin boards on resident floors and the lobby of the building.
 Attends appropriate training sessions, conferences, seminars and workshops.

Education and/or Experience:

- Bachelor's Degree preferred or related experience strongly recommended.
- Experience with volunteers and activities helpful as are artistic and writing skills.
- Flexibility and creativity helpful.
- Valid driver's license required

Supervisor: Vita Thomas

Long term volunteer contact: Carolyn Penn, HR Generalist (202) 797-8806x1127

Position 6 - Case Worker, Isaiah House

The Job: Case Worker

A case worker at Isaiah House will work directly with mental health clients to develop goals and to assist clients in overcoming obstacles to their recovery.

Duties and Responsibilities:

- Case Worker will work to create therapeutic environment for clients
- Case Worker will help clients develop treatment plans and help them appropriately meet their objectives.
- Case Worker will lead recovery based groups
- Case Worker will help to lead clients during trips and community service projects.
- Case Worker will conduct outreach on a bi-weekly basis

- Case Worker will assist in Program Development with Program Manager and other Isaiah House staff.

Characteristics and Skills Needed:

A mature, calm and open-minded demeanor is an essential attribute to the case worker position. Ability to easily engage in one-on-one conversations is also important. Ability to adapt to changing surroundings and new environments is a plus. Experience with mental health consumers is a plus, but not essential. Case worker will also be responsible for keeping appropriate documentation, so typing and computer literacy are essential.

Hours:

40 Hours weekly