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Volunteer Position Description

Mission Statement & Belief

Dream Centers Colorado Springs exists to provide health and hope for people in the Pikes Peak Region who are working to rebuild their dreams. We believe lives are transformed when we serve the whole person, which means meeting basic needs, providing people with effective health care, offering opportunities to learn and access life skills training, and providing a safe haven that supports our clients designing their lives anew. Our values, both core and aspirational, guide our work every day.

Position Title: Virtual Resource Advocate Volunteer

Reports To: First Impressions Director, Clinical Operations Director

Status: Volunteer position without possibility of employment

Position Overview

Contact by phone or telehealth with new patients/clients to assess current needs and potential barriers to scheduled appointment. Contact by phone with established patients to provide resources for current needs.

Qualifications

Strong interpersonal phone skills, computer skills, highly motivated in a work from home environment. Must have personal computer/laptop/tablet and private internet access.

Personal Character

Demonstrated vibrant relationship with Jesus Christ. Acceptance of the Nicene Creed and commitment to Dream Centers Core Values as listed in the Volunteer Handbook.

Duties & Responsibilities

- Assess patient's/client's current needs. Health: dental, vision, prescription assistance, Medicaid, Medicare; Mental health: counseling, support groups, substance abuse. Housing: shelters - emergency, transitional, long-term; Food Pantries, government assistance; Utilities; Employment; Transportation; Legal issues; Education: GED, ESL, vocational training, college, parenting classes etc.
- Connect with client by phone or telehealth
- Provide an empathetic listening ear
- Note actions in Athena
- Email pertinent information if the client has email or provide information in phone call/telehealth appointment
- Ongoing gathering of information: call possible resources, utilize information from resources' websites, visit community resources, talk with community members and clients about resources.

- Consider additional support for the client in view of caring for them holistically: physical/health needs - medical team, social/emotional/mental health needs - counseling team, future goal setting needs - Life Coach, daily living/survival needs - resource advocacy team, spiritual needs - prayer team.
- **Knowledge**
Experience with an Electronic Health Records a plus
- **Specific Skills**
Able to engage with clients in a compassionate, kind, and caring manner.
- **Abilities**
Research skills to best serve our clients with needed resources.

Time Commitment

- Flexible, four to eight hours per month or approximately 5 contacts per month.

Orientation & Training

- Provided by First Impressions Director and Clinical Operations Director