

WOMEN'S CLINIC

4360 Montebello Dr • Suite 900 • Colorado Springs CO • 80918 • 719.388.1594

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: Resource Advocate Volunteer

Reports To: Resource Advocate Volunteer Coordinator/First Impressions Director

Status: Volunteer position without opportunity for employment

Position Overview

In person or virtual opportunity. Contact initiated 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 skills, computer skills
- Must have personal computer/laptop/tablet and private internet access or vpn capabilities when working remotely
- Experience with an Electronic Health Records a plus
- Research skills to best serve our clients with needed resources
- Ability to utilize a Google Voice number to protect personal privacy when working remotely

Personal Character

Caring and compassionate, flexible, reliable, committed, and excellent communication skills. Follower of Jesus, comfortable with our holistic approach to health including physical, emotional, mental, and spiritual care.

Duties & Responsibilities

- Assess patient's/client's current needs. Health: dental, vision, prescription assistance, Medicaid, Medicare; Mental health: counseling, support groups, substance abuse. House: 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 in person, by phone, or through 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 volunteer, daily living/survival needs - resource advocacy team, spiritual needs - prayer team.
- Document volunteer service hours through Volgistics

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