



Emergency Assistance Volunteer -- Client Follow Up (Virtual)

BCM Georgia's financial assistance ministry is dedicated to forestalling eviction and utility shut-offs by providing one-time financial assistance to individuals and families experiencing a crisis such as illness, death in the family, divorce, or job setback. BCM Georgia will pay a portion of rent, mortgage, or utility bills to help our clients maintain stable housing. Financial assistance is available to families once in a 12-month period, and no more than twice in five years.

Purpose: The volunteer will call clients who have received financial assistance through BCM Georgia to complete a brief survey. The survey asks the client about their experience with BCM Georgia and their current well-being. Survey questions are provided, and the volunteer will collect and submit responses to BCM Georgia.

This role requires the utmost compassion, confidentiality, and sensitivity. The volunteer is in direct contact with potential BCM Georgia clients who are in vulnerable states. Most cases are time-sensitive which can lead to high emotions. The information collected will allow BCM Georgia to know if the Emergency Assistance program is effective and how we can better serve our clients.

Key Responsibilities:

- Contact clients by phone to complete survey utilizing Survey Monkey
- Surveys are emailed to clients that are unavailable by phone

Requirements:

- Communication & listening skills
- Must be friendly, non-judgmental, patient, and attentive to the clients' needs
- Access to a personal phone. The phone calls will be made through a third party, Google Voice, to protect your privacy (Training provided)
- Access to a computer to view client contact information
- Must complete BCM Georgia Volunteer 101, submit a background check and confidentiality agreement



Time commitment:

- 1 - 3 hours weekly
- Monday, Tuesday, or Friday any time between 8:00am and 4:00pm
- Monday – Thursday evenings between 5:00 and 7:00pm

Training:

- Teams and Survey Monkey
- Google Voice
- BCM Georgia’s Volunteer 101
- Review Volunteer Handbook

Benefits:

- Opportunity to engage with BCM Georgia’s clients
- Ensuring BCM Georgia is effectively meeting client needs
- Help fulfill BCM Georgia’s mission of empowerment and financial stability

To learn more about this role, please email Volunteers@bcmgeorgia.org.