



Emergency Assistance Volunteer – Online Application (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 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 review the case manager's notes on the applications of clients seeking emergency financial assistance. The volunteer will confirm the appointment and verify the client has all necessary documents ready for their upcoming appointment.

Please note, the volunteer is in direct contact with individuals who are in vulnerable states. Most cases are time-sensitive, which can lead to a great deal of emotions. To ensure a successful appointment with a caseworker it is imperative the client is prepared. This role can have a major impact on our clients and their families.

Key Responsibilities:

- Contact clients by phone to verify appointments
- Confirm all documentation is available for appointment
- Update client status in WordPress application
- Follow detailed instructions written by the case managers

Requirements:

- Communication & listening skills
- Must be compassionate, 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 submit and verify responses on WordPress (Training provided)
- Must complete BCM Georgia Volunteer 101, submit a background check and confidentiality agreement

Time commitment:

- 1 - 3 hours weekly, depending on BCM Georgia's current caseload
- Monday, Tuesday, or Friday any time between 8:00am and 4:00pm

Training:

- WordPress Application
- BCM Georgia's Volunteer 101
- Review Volunteer Handbook
- Google Voice



Benefits:

- Opportunity to engage with BCM Georgia's clients
- Support clients to help ensure a productive appointment
- Help fulfill BCM Georgia's mission of empowerment and financial stability

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