



Title: **COMMUNITY ENGAGEMENT – HOUSING PROGRAM
ADMINISTRATIVE SUPPORT**

Reports To: Rapid Rehousing Program (RRP) Coordinator

Type: Volunteer Position (Internship Available)

Duration: Fall term, Spring term and/or Summer; ongoing

Position Summary:

Provide support for a short-term project to update a housing list. Specifically, support Community Action’s efforts in the Rapid Rehousing Program (RRP) in a short-term project to help manage the SMAC (Suburban Metro Area Continuum of Care) Coordinated Entry Housing Prioritization List.

Benefits of Volunteering:

Gain case management and customer service skills by interacting directly with participants, general office and professional experience.

Essential Functions:

Duties & Responsibilities:

- Gain an overall understanding of Community Action’s Rapid Rehousing Program and SMAC Coordinated Entry process
- Receive training on the use of HMIS (Housing Management Information System)
- Attempt to contact individuals on the housing prioritization list to update current housing status and contact information in HMIS
- Remove individuals from the list as needed
- Other duties as assigned

Safety: Responsible for conducting all duties in a safe manner.

Affirmative Action: Responsible to follow affirmative action plan as set forth and signed by the Board of Directors.

Qualifications:

Education & Experience:

- Must be at least 18 years of age
- Possess or be pursuing a Certificate, Associate’s or Bachelor’s degree is desired
- Prefer previous experience with data entry and database management, prior office experience helpful

Abilities & Skills: In order to be successful in this position, the volunteer will at minimum need to possess the following abilities and skills:

- Must have the ability to interact with the public with a professional demeanor
- Be comfortable using a computer and phone to perform tasks
- Comfort with computer functions and other office skills
- Comfortable communicating by phone
- Flexible regarding task assignments
- Able to work independently after task described, ask for help when needed
- Must be comfortable interacting with people of diverse backgrounds, education, economic status, and culture
- Demonstrated ability to handle confidential information in a professional and discreet manner

- Fluency in English language (written and spoken). Bilingual in Hmong, Karen, Nepali, Somali, Spanish or another language desired
- Must successfully pass a criminal background check and provide references
- Ability to turn in timesheet on a monthly basis to the Volunteer Specialist

Physical Requirements:

Normal office exertion required.

Mental Requirements:

This position requires the ability to prioritize and manage multiple tasks. Must be able to function independently with minimal supervision, accept support as needed, and be a positive team member. Must be self-motivated, dependable, and demonstrate both leadership skills and mature judgment abilities.

Environmental Requirements:

Normal office environment

Time Commitment:

2-4 hours per day for two days per week, desired but we can be flexible. Must be available during office hours Monday - Friday from 8am-4:30pm. Two or more month commitment. Available for Fall term, Spring term and/or Summer; ongoing - unless the position has been filled.

Location:

450 Syndicate St North, St Paul, MN 55104 (Office is located on the Green Line train route.)

Advance Registration for College Students:

Yes, you can reserve this internship position by registering in advance. Example: be accepted for fall term by registering during spring term and meeting with us before you depart for the summer.

REGISTRATION INFORMATION:

Complete an Ongoing Registration Form at www.capr.org/take-action/volunteer and email/scan resume & references to volunteers@caprw.org
Questions? Email or call 651-603-5979

The mission of **Community Action** is to reduce the causes of poverty and its impact on people's lives in our community. Community Action Partnership of Ramsey & Washington Counties provides a variety of programs including Energy Assistance, Energy Conservation, Head Start, Early Head Start, Civic and Community Engagement Programs. Visit www.capr.org to learn more.

Note: The above statements are intended to describe the nature and level of efforts being performed by persons assigned to this volunteer position. They are not intended to be an exhaustive listing of all responsibilities, duties, and skills required, and management reserves the right to make modifications at their discretion.

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