



# San Mateo County

## COMMUNITY ENGAGEMENT VOLUNTEER

### Job Description:

This is a temporary volunteer position, which could grow and evolve in a number of ways. As we build our infrastructure and capacity, we hope to be able to develop this into a paid position.

Immediate Need: Reach out to individuals on the following waitlists:

- Family to Family Program
- Warmline Volunteer
- Volunteer Interest Form Responses

### Family to Family Program (F2F)

- Stay in touch with people on waitlist
- Offer them NAMI and community resources while waiting for a class
- Keep individuals informed of when the next F2F course will be
- Assist F2F teachers in creating class roster

### Warmline Volunteer

- Stay in contact with people on waitlist
- Discuss other volunteer interests and opportunities
- Based on additional interests, refer individuals to other coordinators
- Keep individuals posted on when the next warmline training will be
- Assist warmline trainer in creating class roster for each training

### Volunteer Interest Form Responses

- Reach out to people on waitlist to discuss interest in volunteering
- Work with program coordinators and staff to stay abreast of affiliate needs
- Provide volunteers with the employment application for specific opportunities
- Refer volunteers to appropriate coordinators and staff for initial interviews

## **Qualifications:**

### **Education**

- High school diploma

### **Knowledge, Skills, and Abilities**

- Knowledge of NAMI San Mateo (Will be trained)
- Strong communication, interpersonal, and organizational skills
- Ability to work as part of a team
- Openness to learning and growing alongside NAMI SMC values

### **Proficiency in the use of computers for:**

- Google Docs, Sheets, and Forms (Will be trained)
- Zoom or NAMI's choice of virtual meeting app (Will be trained)
- Email
- Internet
- Box file storage app (Will be trained)

### **Personal Characteristics**

Demonstrates competence in some or all of the following:

- **Building Relationships:** Establishes and maintains positive working relationships with others, both internally and externally, to achieve the goals of the organization
- **Communicating Effectively:** Speaks, listens and writes in a clear, thorough and timely manner using appropriate and effective communication tools and techniques
- **Creativity/Innovation:** Develops new and unique ways to improve procedures
- **Fostering Teamwork:** Works cooperatively and effectively with others to set goals, resolve problems, and make decisions that enhance organizational effectiveness
- **Solves Problems:** Assesses problem situations to identify causes; gathers and processes relevant information; generates possible solutions, and makes recommendations and/or resolves the problem