

## CASE AIDE – Fort Worth

### Goal

Help serve newly arrived individuals/families by providing direct client care and administrative services.

### Primary Duties and Responsibilities

- Build client files/first home visit folders
- Complete school enrollments for newly arrived families
- Assist with transportation to appointments
- Deliver checks or documents to clients
- Complete social security applications
- Assist clients with other duties caseworkers need help performing

### Secondary Responsibilities

- Complete all onboarding steps in the Volunteer Portal:
  - Background Check – *5 mins*
  - Local Live Orientation – *1.5 hrs*
  - E-Learning – *45 mins*
  - References – *2 mins*
- Review confidentiality and policies in the National Volunteer Handbook
- Log hours via Track it Forward
- Report any concerns or conflicts to Volunteer Coordinator

### Time Requirements

We ask that all applicants for this role are able to commit a minimum of 6 hours a week for a minimum of 6 months.

### Location

Tasks may require volunteers to work outside of the office and other tasks may require them to work within the office. Location & schedules vary based on present needs.

### Skills & Requirements

- Interpersonal skills and a willingness to be flexible
- Proficient computer skills
- Comfortability independently learning

## **Orientation & Training**

Training will be hands on and may be performed by a program manager, case worker, or the Volunteer Coordinator. Volunteers will also be encouraged to equip themselves with online training on World Relief's website through "The Workshop".

## **Supervision & Support**

Volunteers will serve independently upon training & approved background checks but will have the Volunteer Coordinator and case workers as a direct point of contact.

## **Additional Information**

World Relief Address:

1500 N Main Street Suite 200

Fort Worth, Texas 76164