

## CASE SUPPORT VOLUNTEER – Dallas, Texas

### Goal

Case Support Volunteers have the opportunity to work alongside caseworkers by helping provide direct client services and administrative support within a case management program.

### Primary Duties and Responsibilities

- Help meet required program needs
- Assist with transportation to various appointments
- Help connect clients to local community resources and teach them how to use them (bus training, grocery store training, cashing checks, etc.)
- Assist with data entry tasks like case notes, client referrals, and applications
- Assist program participants with other duties caseworkers may need help performing

### Secondary Duties and Responsibilities

- Complete all onboarding steps in the Volunteer Portal:
  - Background Check – 5 mins
  - E-Learning – 45 mins
- Review confidentiality statement and policies in the National Volunteer Handbook
- Log hours in the Volunteer Portal
- Report any concerns or conflicts to the Volunteer Coordinator

### Time Requirements & Location:

Case Support Volunteers are asked to commit to two opportunities a month. Location and length of time per opportunity varies. Volunteers may be in the office working alongside staff or outside the office performing direct client service tasks.

### Skill & Qualification Requirements

- Attention to detail and great organizational skills
- Demonstrate patience, understanding, and flexibility
- Familiarity with the Dallas area, or willingness to navigate unfamiliar areas
- Strong communication skills
- Familiarity with computers and cellphones
- Dependability

### How to Apply with Links

You can apply for this role by visiting <https://worldrelief.org/texas/get-involved/volunteer-application/>. For questions about this role, please email [volunteertexas@wr.org](mailto:volunteertexas@wr.org).