



Caritas of Austin

Direct Service Volunteer Service Description

Title: Supportive Housing Intern

Time Commitment: Semester commitment, at least 18 hrs. a week

Job Function

Caritas Supportive Housing programs are designed to house vulnerable single adults with a history of homelessness and a co-occurring disability. Clients work intensively with their Case Manager located onsite at their apartment complex to ensure stability in housing, income, and overall health.

Supportive Housing volunteers are utilized in a variety of ways to assist both Case Managers and Clients. Volunteers may be asked to support clients one-on-one, provide “as-needed” support to clients, lead/teach groups, or assist Case Manager’s in administrative tasks. Assignments are determined by the needs of the Clients, Case Managers, and through discussion with volunteers.

Duties and Responsibilities

- Assist clients in accessing community resources
- Provide individualized instruction and support to clients as needed in alignment with the client’s service plan
- Perform case management administrative tasks
- Observe all Caritas policies for Direct Service Volunteers
- Work under the supervision of Caritas Supportive Housing Program Manager and staff
- Transport clients to appointments (e.g. doctors, benefits appointments...)
- Regularly record volunteer hours on timesheets to the Housing Stability Specialist by the end of each month
- Other duties as agreed to with the Supportive Housing Specialist or other Housing Stability Staff

Knowledge/Skills/Abilities

- Required: Consistency, reliability, and dependability
- Willingness to communicate openly with staff and clients
- Ability to communicate with diverse populations, individuals and professionals
- Respectful of individuals and varying belief systems
- Ability to work independently, under the direction of Supportive Housing Staff
- Ability to think and work creatively with individuals diagnosed with a mental illness

- Willingness to be flexible, patient and to work at the client’s pace
 - Willingness to work to provide services as needed to best serve the client
 - Willingness to transport clients to/from appointments and to serve as an advocate
 - Resourceful with the ability to research and identify community resources.
- To transport clients, the volunteer must have:
- Reliable transportation
 - Be at least 21 years of age
 - Current State of Texas Driver’s license
 - Proof of up-to-date car insurance

Orientation/Training/Requirements

- Pre-screening interview
- Criminal Background check
- Required Direct Service Volunteer Training Classes include completion of the following:
 - Caritas 101: Understanding volunteering at Caritas
 - Caritas 3: Understanding the Reality of Poverty
 - Caritas 6: Welcome to Caritas of Austin
 - Caritas 8: Working with Supportive Housing Clients

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Volunteer’s Signature	Date	Volunteer’s Supervisor	Date

Contact: **Laura DeGrush**, Direct Service Volunteer Coordinator, Caritas of Austin
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