

## **Counselor ADMIN Support**

These volunteers support the Counselors and Assistant Counselors in meeting the mission to engage clients, determine their eligibility and the nature of ECHO support that can be provided. Counselor Admin Support volunteers have the responsibility to:

- Work with Counselors and Assistant Counselors to maintain paper and automated records related to interviewing prospective clients to determine individual eligibility and need.
- Update information on programs available to clients and keep current supplies of program information available in the Client Waiting Room.
- Maintain/update ECHO information in the County's Human Services Resource Guide (HSRG) and work with Counselors to extract information relevant to our clients for services/support that exceeds ECHO's capacity/capability.
- Assist Counselors with locating and filing Client folders.
- Help maintain the accuracy of automated Client information.
- Help with the diaper distribution program: prepare diaper bundles for clients with appointments and distribute them to clients when they arrive.
- Counselor ADMIN Support volunteers should have experience and comfort using and troubleshooting IT applications. Volunteers will work one or more shifts/week as part of the Counselor Team and should have at least five years of experience in a similar environment, preferably as a Counselor, Case Worker or comparable role. Strong leadership skills and an appreciation of the dynamics of an all-volunteer organization are desired.