



## **VOLUNTEER OPPORTUNITIES 2019**

**ABOUT US:** The Bill Sorro Housing Program (BiSHoP) is a unique housing service center inspired by the life and work of Bill Sorro. Bill was a human rights advocate, trade unionist, community organizer, and native San Franciscan. BiSHoP provides housing services such as housing application assistance, tenant's rights counseling, and tenant advocacy for low to moderate income individuals. A lot of our clients are immigrants, veterans, seniors, people with disabilities, LGBT, etc.

**VOLUNTEER POSITIONS:** We currently have the following volunteer roles available: **Language Assistance, Outreach, Office Administration, Affordable Housing Applications.** Outlined below are brief descriptions of the duties and responsibilities of each available volunteer position. If you have the availability to fulfill more than one volunteer role, you are welcome to apply for multiple roles.

### **1) Language Assistance**

Overview: Volunteer will provide verbal and written translation assistance

Duties include, but are not limited to:

- Providing translation assistance for client appointments, client phone calls, and client emails
- Providing translation assistance during weekly Tuesday drop-in clinics
- Providing translation assistance during housing workshops and in the production of outreach materials

Additional Details:

- Bilingual English & Spanish or bilingual English & Tagalog required. Language proficiency will be assessed as part of the interview process.
- Availability every Tuesday between the hours of 9am-5pm highly desired

## **2) Outreach**

Overview: Volunteer will assist the Outreach Coordinator in implementing outreach strategies in order to promote BiSHoP services and available affordable housing opportunities to target populations.

Duties include, but are not limited to:

- Conducting literature drop-offs to local businesses and community partners
- Attending and representing BiSHoP at community events, meetings, rallies
- In partnership with Outreach Coordinator, creating outreach materials and maintaining social media accounts
- Assisting in housing workshops by signing people in, making copies, scanning of documents, directing people, scheduling people for an appointment (if needed), setting up, cleaning up
- Assisting Outreach Coordinator in outreach strategies such as recording message for robocalls and sending texts to clients

Additional Details:

- Bilingual English-Spanish or bilingual English-Tagalog preferred, but not required. Language proficiency will be assessed as part of the interview process.
- Good people skills is required
- Experience in social media marketing a plus
- Experience in graphic design a plus

## **3) Office Administration**

Overview: Volunteer will manage the reception area and will serve as the first point of contact for new and returning clients seeking services.

Duties include, but are not limited to:

- Welcoming clients and asking them to sign-in, complete an intake form if necessary, and scheduling an appointment for them again in the future
- Answering questions regarding BiSHoP services and the housing application process, and referring clients to appropriate BiSHoP staff when further assistance is needed
- Providing translation assistance and administrative support such as: answering and returning phone calls, scanning clients' documents
- Assist Housing Specialist/Data Analyst in transferring clients' information into monthly reporting system online (Grant Management System)

Additional Details:

- Bilingual English-Spanish or bilingual English-Tagalog preferred, but not required. Language proficiency will be assessed as part of the interview process.
- Proficiency in Microsoft Word and Excel, and Google G Suite required

**4) Affordable Housing Applications**

Overview: Volunteer will assist the staff in the completion of clients' housing applications

Duties include, but are not limited to:

- Assisting the staff in conducting client interviews
- Assisting staff with the submission of housing applications on behalf of clients during regular office hours and evening housing application workshops
- Conducting follow-ups with clients regarding the status of their housing applications when necessary

Additional Details:

- Bilingual English-Spanish or Bilingual English-Tagalog preferred, but not required. Language proficiency will be assessed as part of the interview process.

**REQUIREMENTS:** These volunteer positions will require a minimum commitment of 4 hours per week for a minimum of 3 months

**DESIRED QUALIFICATIONS:**

- 18 years or older
- Knowledge of urban planning, public policy, ethnic studies, sociology
- Experience in housing rights, tenant advocacy, counseling, social work, community organizing
- No minimum education or experience required

**INCENTIVES:**

- Supporting people in their fight to obtain or retain housing in San Francisco
- Learning about the affordable housing system in San Francisco, and the gentrification & displacement happening from a service provider's perspective
- Training in case management, counseling, client interviews, and/or housing applications
- Mentorship

- Networking opportunities
- Letters of recommendation and references

**TO APPLY:** If you are interested in any of these volunteering opportunities please fill out the BiSHoP Volunteer Application 2019 form. Once you complete the form, we will reach out to you if we think you are a good match.