



PO Box 357, Matlacha, FL 33993
239-283-4442 info@pineislandfish.org

Special Needs Committee Volunteer

Special Needs Volunteers help to determine the eligibility of clients for financial assistance. Special Needs Volunteers serve on a standing committee, speak with clients seeking financial assistance in person or by phone, and work with other committee members for final determination.

Requirements

A Special Needs Volunteer should have:

- Experience or aptitude in interviewing,
- Ability to maintain client confidentiality, and
- Knowledge of FISH special needs eligibility, guidelines and processes.

Specific Duties

Special Needs Volunteers do the following:

- Special Needs Volunteers handle all calls for financial assistance and for matters other than those relating to transportation, respite or equipment loan, speaking only with the client and the creditor.
- Volunteers interview clients either by phone or in person.
- Volunteers make an initial recommendation for assistance, and contact other committee members for concurrence.
- If recommendation is approved, the volunteer gives payment information to the FISH treasurer and informs the client.

A more detailed job description is available and a FISH volunteer coordinator will meet with the volunteer for an orientation before working on the first special needs request.