

## POSITION DESCRIPTION

Administrative - Volunteer Position

### POSITION IDENTIFICATION

<b>Title</b>	Administrative Volunteer Position
<b>Functional Area</b>	Resource Facilitation Program/Service
<b>Reports to</b>	Resource Facilitation Specialist
<b>Salary</b>	N/A – Volunteer Position
<b>Employment Status</b>	Flexible, Part Time Position

### POSITION OBJECTIVE

- Serve as an assistant to the Resource Facilitation Specialist

### COMPETENCIES REQUIRED

The following competencies are required for this position. Individuals failing to meet the minimum requirements must be willing receive on-the-job training for every competency listed to be considered for the position:

- Is able to utilize active listening skills
- How to demonstrate confidence and versatility with a wide range of ages, personalities, attitudes and problems
- Maintaining confidential files
- Demonstrates safe work practices and exercise discrete judgment
- Reading and writing comprehension and basic mathematical skills
- Actively works toward organizational improvement and professional growth
- Excellent verbal and written communication
- Focuses on understanding and meeting required needs
- Customer service, negotiation, research, and problem identification
- Planning, scheduling, implementation, and monitoring
- Analysis, evaluation, prioritization, and organization
- Creative, innovative, and resource utilization
- Follow through and follow-up and creative time management \
- Manage stress to ensure professionalism
- Maintain self-initiative, reliability, and resolve problems in a timely manner

### Additional Requirements

While performing these duties the volunteer may be required to perform the following tasks when the need arises unless otherwise noted

- Lift and/or move up to 25 pounds
- Use hands to handle, and/or feel objects, tools, and controls

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- Stand, walk, balance, sit (climb stairs, stoop, kneel, crouch and crawl – preferred but not required)
- See, Talk, and hear (the use of effective sight, speech, and hearing strategies is acceptable)
- Must not be affected by short term memory problems (the use of effective memory strategies is acceptable)
- May have unsupervised contact with children
- Must be able to provide own transportation

### **RESPONSIBILITIES AND DUTIES (Include but not limited to)**

- Take community-based resource data from Resource Facilitator and give to Executive Director for Resource Directory inclusion
- Actively participates in events and functions of the Brain Injury Resource Center of Wisconsin
- Contributes actively to improvement activities
- Other responsibilities as assigned to support specific department/business needs
- Assist with the organization and coordination of Resource Facilitation Services
- Assist with the preparation and mailing of marketing materials about Resource Facilitation Services to health care companies including lawyers, insurance companies, hospitals, etc
- Maintain confidentiality and standards of ethical practice
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- Administrative core work schedule is Tue, We, Thu from 1:00 pm until 5:00 pm
- Absences must be called in to the Resource Facilitators cell phone or main BIRC phone to be considered an acceptable absence (262) 770-4882