

City of San José
Department of Parks, Recreation & Neighborhood Services
Volunteer San José!
JOB DESCRIPTION

Job Title: HRA Counselor (Home Owner's and Renter's Assistance Counselor)

Supervisor: Marilyn Hills/Tracey Giglione

Length of Commitment Desired: One four-hour shift/week

Dates volunteer is needed: From July 1st to October 15th, 2004.

Location of volunteer work (address): Training Site: 1190 South Bascom Ave., Ste. 220
Choice of 29 working public sites in San Jose

Duties:

- To fill out either Renter's or Home-Owner's Applications for qualified applicants.
- To determine eligibility for the program
- To view all supportive documents
- To answer questions
- To help publicize program, as State of California does not do so.
- Report to RSVP how many assists you have given monthly & hours served
- Have client complete a City Survey to show degree of satisfaction
- To return to RSVP Site appointment forms verifying 1st timers and open to all groups
- To secure a substitute should you be unable to serve your shift.
- To complete training and test satisfactorily.

What is fun and meaningful about this job? Clients are most grateful for the unexpected refunds from the State of California. Gratifying to see low income clients over 62, blind or disabled get some financial help. No one owes anything, so satisfaction with the program is practically guaranteed.

Desired Qualifications:

The volunteer must:

- Take training or read the book
- Take a trial test and pass
- Helpful to speak another language, especially Spanish.
- Have good people service skills.
- Have extra patience with elders, foreign-speakers, the disabled.
- Be available for 4 hour shifts once a week or provide a substitute
- Be committed to reporting back to Coordinator/State of California/RSVP

Minimum Age Requirement: 18. But if 55 or over can become full-fledged member of RSVP

Training: Friday, June 18th, 9:00 to 4:00 at Office on Aging, 1190 South Bascom, Ste. 214

Number of Volunteers Needed: 70

Comments/Other: Will consider placing volunteer with their own residential, church, ethnic group, etc. to do HRA.

Last Update: 3/24/04

Who updated: Marilyn Hills