



Boys & Girls Clubs of Garden Grove, Inc.
10540 Chapman Avenue
Garden Grove, CA 92840

FAMILY STRENGTHENING (CHS) VOLUNTEER

BGCGG provides hope and opportunity through school age, family strengthening, and community outreach programs, offering over 60 program locations that serve over 6,000 children daily and 10,000 families annually. BGCGG's mission is to enable all young people, especially those who need us most, to reach their full potential as productive, caring, responsible citizens. Our vision is to ensure that the children and youth who attend our programs become competent adults, caring parents, and responsible citizens.

Class:	Volunteer
Commitment:	Complete a minimum of 80 volunteer hours
Schedule:	At least four hours per week
Location A:	ARCHES M-F 8:00-5:30
Location B:	FYOP M-TH 11:00-8:00, F 9:00-6:00 and S 9:00-5:00
Location C:	TPP M-F 8:00-4:30 & W 10:30-7:00
Contact:	Human Resources, 714-530-0430

Primary Function: Assists the program with data entry, auditing, reporting, class preparation, updating community resources, customer service, clerical support and translation as needed.

Program Development & Implementation

- Assists in creating and terminating files, completing all necessary documentation, and entering information into database
- Assists in answering phones to provide customer service
- Assists in providing referrals and community resources to clients and families
- Assists in teaching educational classes to school aged children, teens and parents as needed
- Assists in collecting, entering and compiling data relating services provided and special project/reports as needed
- Assists in planning community outreach events, develops marketing materials, and attends community events
- Assists in effectively supporting the implementation of programs, services and activities
- Assists in ensuring a productive work environment by working as a team member, contributing to team meetings and providing feedback to support decision making; continuously manages own time and resources
- Assists in auditing finance and case files as needed
- Attends staff/volunteer meetings and trainings as needed
- Assists with translating as needed
- Continuously develops own knowledge and skills in each of the various Community Health Services programs in order to diversify skills

Health & Safety

- Helps ensure the office meets health and safety standards and helps ensure the safety of all clients
- Assists in taking actions to prevent accidents and reports all injuries and signs of illness to supervisor

Technology

- Effectively uses Microsoft Office applications, electronic scheduling and database software

Communication

- Maintains close, daily contact with staff, volunteers, and supervisors to receive and provide information, discuss issues, explain or interpret guidelines and instructions
- Maintains contact as needed with external community groups, schools, members, BGCGG partners and others to promote and ensure information and referral services for the Family Strengthening Programs are successful

Qualifications

- High school diploma or equivalent; preferably attending college
- Experience working with families and youth a plus
- Administrative experience a plus
- Bilingual capabilities required for SBC but a plus to the other departments (Spanish or Vietnamese)
- Must be at least 21 years of age for FYOP or TPP
- Must be at least 18 years of age for ARCHES

Knowledge, Skills, & Abilities

- Ability to work with diverse populations in a culturally competent manner
- Ability to be compassionate and committed to helping children and families reach their full potential
- Ability to be resourceful and possess a knowledge of community based mental health and family services
- Strong organizational skills with attention to detail, ability to follow-up and manage caseload



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- Ability to prioritize and complete multiple tasks; ability to adapt and be flexible
- Strong communication skills; both written and verbal, and ability to provide feedback regularly
- Excellent documentation skills with demonstrated ability to write clearly, concisely and descriptively
- Ability to follow organizational procedures
- Ability to respond to crisis situations as necessary and inform supervisor
- Ability to contribute to the quality of a high performing team; ability to take on different roles as needed
- Ability to speak in front of large and small groups
- Proficiency in using a variety of computer software applications, specifically, Excel, Word, Publisher and Outlook
- Skills in project management; skills in providing training; networking skills and ability to establish collaborative relationships
- Knowledge of administrative and clerical procedures and systems such as managing files and records, following up on phone calls, conducting meetings, completing reports, and tracking data

Requirements

- Position may require standing/sitting for extended periods of time, dexterity of hands and fingers to operate office equipment, reaching overhead, above the shoulders and horizontally, bending at the waist; seeing to review and analyze reports, documents or other reports; hearing and speaking to communicate and provide information to others; speaking to be heard before groups of people; position may require to lift, carry, pull or otherwise move objects between 10-20 pounds

BGCGG is an equal employment opportunity employer and does not discriminate on the basis of race, color, national origin, religion, gender, age, veteran status, political affiliation, sexual orientation, gender expression, gender identity, marital status, or disability (in compliance with the Americans with Disabilities Act) with respect to volunteer opportunities. I acknowledge that I am capable of performing in a reasonable manner, with or without a reasonable accommodation, the duties and responsibilities described above.

Printed Name

Signature

Date