

# Ohio Benefit Bank Franklin County Volunteer-Share Network Volunteer Job Description



<b>Job Title</b>	Volunteer-Share Ohio Benefit Bank Counselor		
<b>Location</b>	Variable according to Volunteer's Availability and Choice		
<b>Checks in With</b>	Stephanie Blessing, (614) 221-4336, 51 N. High St, Columbus, 43215	<b>Title</b>	Ohio Benefit Bank Enrollment Specialist
	Type of position: <input type="checkbox"/> Full-time <input checked="" type="checkbox"/> Part-time	Hours: <u>flexible as per Volunteer availability and choice</u>	Compensation: <u>Travel Stipend (when available)</u>

## Position Overview

The Volunteer-Share OBB Counselor will devote their valuable time and energy assisting clients with various applications for benefits and/or tax returns through the Ohio Benefit Bank software program, at OBB Sites in need of Counselor help. The position requires travel to one or more community locations (OBB Sites) to help Ohio's most vulnerable acquire basic resources – food, health care, financial support. Volunteers need to have current working knowledge of benefits and/or tax OBB software, as well as a basic understanding of documentation necessary for the client to follow through with the application process. Additional hands-on, one-on-one training will be made available to all Volunteers.

## Duties and Responsibilities

- Work directly with clients to assist them in applying for benefit programs and/or tax credits using the Ohio Benefit Bank software.
- Stay up-to-date with the OBB Software through training opportunities and email communication from OBB. Please keep email address current with OBB staff.
- Assist clients in understanding the basic documentation necessary to complete the application process, as well as the next steps the client needs to take to obtain benefits.
- To receive a travel stipend to compensate for your travel to/from OBB Sites, complete and submit supplied travel tracking sheets periodically
- Check in with OBB staff to report any problems with OBB Sites where you are volunteering, any changes in Sites where you are volunteering, as well as any changes in your own email address, phone number, or mailing address.
- Communicate directly with the OBB Site(s) where you are volunteering, and work out the details of your schedule with them. Be sure to inform them of any cancelations in your regularly-scheduled volunteer time.
- Log into the OBB Software under your assigned Volunteer-Share log-in. This ensures that the OBB Site you are volunteering at will receive proper credit for completed applications and tax returns.
- Volunteers are not asked to do any work at OBB Sites except OBB applications and/or taxes. However, if you wish to perform additional volunteer duties, that is up to your and the Site's discretion. OBB will not provide travel stipends for trips to sites that are not OBB-related.
- Under no circumstances is a Volunteer (or any OBB Counselor) to share his/her log-in name or password with anyone. Sharing of usernames, passwords is grounds for automatic dismissal.
- Under no circumstances is a Volunteer (or any OBB Counselor) to exchange money for services. OBB Services are always free of charge.

## Requirements and Competencies

- Must be at least 18 years of age. Must have valid ID, and be willing to travel to OBB Sites.
- Have the ability to be sensitive to clients' situations. Must have good communication skills.
- Must be able to lift up to twenty-five lbs. if needed.
- High School Diploma or equivalent degree preferred but not required.

## Mission and Vision of the OBB Franklin County Volunteer-Share Program

**Mission:** Serve as a Volunteer force to assist in providing food and other basic resources to people in need, and to pursue areas of common interest for the benefit of people in need.

**Vision:** Our desire is to see the number of hungry Ohioans continue to decrease and to eliminate hunger as a social issue in our state. We also seek to increase the number of families enrolled in health care and utility programs, and to put more financial resources into the pockets of those who need it most. We work with community and faith-based organizations, senior programs, foodbanks and food pantries, health providers, and housing and utility programs – to customize outreach to meet people where they "live, work, play and pray."

# Volunteer Application

Today's Date: \_\_\_\_\_

**Complete and mail or hand deliver to:**  
 The Ohio Benefit Bank  
 Attn: Volunteer-Share OBB Staff  
 51 N. High Street Suite 150  
 Columbus, OH 43215

## Contact Information

Your Name	
Phone	
Email Address	
Mailing Address and Zip Code	

## Qualifications and Availability

How long you have been an OBB Counselor?: \_\_\_\_\_

What OBB services have you trained on? (circle one):      Benefits      Taxes      Both

Would you prefer to volunteer for special events, on a regular basis, or both? \_\_\_\_\_

Use the box below to indicate what days you are available to assist with OBB Services:

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Morning							
Afternoon							
Evening							

Are you fluent in any languages besides English? If yes, which language? \_\_\_\_\_

Which retailer do you prefer to receive your volunteer travel stipend from? (circle one – you can change later)

Speedway      Giant Eagle      Kroger      I do not want a stipend at this time

Person to notify in case of emergency:

Name	
Relationship	
Phone Number(s)	

## Signature

By signing this application and job description,  
 I affirm that I have read and agree to complete the Duties and Responsibilities described herein.

\_\_\_\_\_  
 Signature

\_\_\_\_\_  
 Date

**For OBB Volunteer-Share Staff Only:**    LN:      TD:      T:      LL: