OUTREACH LIAISON VOLUNTEER

Objective: Atlanta Habitat conducts outreach events in the community to identify potential homebuyers. If these individuals express interest in the Atlanta Habitat program, they will be invited to an Information Session to learn more about the program and its requirements and, if the Atlanta Habitat program may be a good option for the household, they will be invited to complete an application for homeownership.

Outline of Outreach Liaison Volunteer Responsibilities:

- Work in the Atlanta Habitat office under the supervision of a Family Services staff member to assist in the application process. As needed, use established screening criteria (income, credit, residency, etc) to determine if a potential homebuyer pre-qualifies for the Atlanta Habitat program.
- 2-7 days prior to an upcoming Information Session make telephone calls to potential homebuyers to invite them to the Information Session, to answer questions about program qualifications and requirements, and the overall application process.
- Enter and update potential homebuyer’s information into Salesforce database to ensure monitoring of all potential homebuyers and their qualification status.
- Assist in making follow-up telephone calls to potential applicants who were invited but did not attend a scheduled Information Session and reschedule them for the next session or workshop.

Schedule: Outreach Liaison Volunteers are needed on specified weekdays starting one week prior to each of the Information Sessions until the date of the Information Session. We ask that each Outreach Liaison Volunteer commit to working a minimum of three hours during the shift they have committed to.

Training and Support:

- Volunteers are trained as needed on the use of the Salesforce database.
- Volunteers “shadow” an Atlanta Habitat staff member before screening families on their own and before entering data into the Salesforce database.
- Atlanta Habitat staff is present and available to answer questions and provide support as needed.

Qualifications:

- Excellent interpersonal skills and comfortable speaking on the phone.
- Experience with computers and data entry preferred but not required.
- All key volunteers are screened using the sex offender registry and, if listed, may be disqualified from volunteering with Atlanta Habitat.
- Volunteers must be able to familiarize themselves with the following information and communicate it clearly:
  - Atlanta Habitat guidelines and policies for acceptance.
  - The application form and required documents.
  - Atlanta Habitat neighborhoods and home features.

To get started:

1) Attend Atlanta Habitat’s Volunteer Orientation.
2) Sign up on VolunteerHub for available shifts or contact Dorothy Hammond, Family Services Outreach Manager, at 404-223-5180 ext. 124 or dorothy.hammond@atlantahabitat.org for more information.