



VOLUNTEER POSITION DESCRIPTION

Employment Access Center Computer Lab Volunteer

Central City Concern's [Employment Access Center](#) is in search of a volunteer interested in providing computer assistance and/or computer skills workshops to our EAC clients.

The volunteer will provide guidance and assistance to clients who are using the EAC computer lab to search for jobs, write cover letters and resumes, or other employment search-related activities. This can be done in one (or both) of two ways, as determined by the volunteer's preference and availability:

1. Provide assistance to clients during "open office hours," regularly scheduled periods during which the volunteer serves as a resource for any clients who happen to come in to use the computer lab during that time. Open office hours volunteers may also be asked to assist with other duties and needs at the Employment Access Center if or when clients are not actively using the computer lab.
2. Provide computer skills training through pre-scheduled workshops or seminars, intended to help clients gain computer use skills (word processing/formatting, targeted internet searching, etc.)

If you are interested, please fill out the [online interest form](#), e-mail peter.russell@ccconcern.org, or call 503-200-3893.

REPORTS TO: Lee Ann Keeler, Supported Employment Supervisor

DESCRIPTION OF DUTIES:

1. Provide assistance and guidance to EAC clients using the computer lab
2. Answer questions computer lab users may have about computer-related issues
3. If serving as an open office hours volunteer, be willing to assist with other duties and needs at the Employment Access Center when clients are not actively using the computer lab
4. If serving as a computer skills trainer, prepare workshops or seminars in accordance to computer skill topics as determined and directed by EAC Program Manager.
5. Offer encouragement and support to computer lab users
6. Communicate effectively with computer lab users and Employment Access Center staff
7. Other support duties as determined by supervising staff member

SKILLS AND ABILITIES:

1. Previous or current computer skills training is helpful, but not required
2. Understanding of basic computer programs (Microsoft Office suite, internet browsers, etc.) and a desire to help others learn how to use them
3. Minimum of a 6-month commitment required
4. Due to confidentiality issues, individuals who have received services from any CCC program in the past two years are not eligible for this position.
5. Willing to be flexible and adapt to changing needs and situations
6. Ability to effectively interact with employees and clients with diverse ethnic backgrounds, religious views, political affiliation, cultural backgrounds, lifestyles, and sexual orientations and treat each individual with respect and dignity
7. Volunteer is required to attend New Volunteer Orientation

Central City Concern is a non-profit social service and housing agency whose mission is to provide comprehensive solutions for ending homelessness and achieving self sufficiency. CCC provides many services, such as chemical dependency treatment, employment services, housing, medical services, and other related services, to a diverse population. As an agency deeply rooted in recovery we have a keen interest in promoting and maintaining a Drug & Alcohol-Free Workplace. A drug and alcohol-free workplace is essential in supporting individuals in recovery, and in providing a safe, healthy, and productive environment for employees.