

## Information Referral and Assistance Volunteer

### **Duties and Responsibilities:**

The Information, Referral, and Assistance (IRA) program is the heart of BIIN. Volunteers assist the most vulnerable local immigrants in finding solutions to their problems. It could be as simple as translating documents or as complex as navigating our legal system.

### **Activities include:**

- Conduct client interviews to assess their current situation and need.
- Gather all the information necessary about the client's situation and need.
- Give appropriate information and referral for available resources and services in the community.
- Complete the intake form specifying the info gathered, the action taken, and if follow up is needed.
- Report case to Case Coordinator on site.
- Keep all information on the case confidential.

### **Qualifications:**

- Good communication and listening skills.
- Open minded.
- Ability to work with people of different cultural, religious, ethnic and socio-economic background.
- Good knowledge of community resources, organizations, or willingness to become acquainted and keep abreast with them.
- Preferably bilingual Spanish/English.
- Must be willing to commit to volunteering at least two IRA clinics a month for a minimum of six months assisting.

**Start Date:** Classes meet every Wednesday from 6 pm to 8 pm beginning June 9, 2021 and ending July 31st.

### **To Apply**

Volunteering at BIIN is as easy as 1-2-3!

1. Register [here](#).

2. Once your application is complete you can sign into the [volunteer portal](#) on our website and start signing up through our online calendar.
3. If you indicate that you speak Spanish on the application, we will manually assign you additional volunteer opportunities in the system that you can sign up for, which may take a few days. Check back in 3 to 4 days after completing the application to see if there are any more openings for you.