



2020-2021 Fortune Society Volunteer/Internship Program

Our Mission: The Fortune Society's mission is to support successful reentry from incarceration and promote alternatives to incarceration, thus strengthening the fabric of our communities.

Opportunity Title: Participant Wellness Checks Volunteer

Type: Volunteer, un-paid

Department/Reports To: Evaluation and Quality Improvement; Director of Research,

Location: Remote / In-Person (LIC Office) / Hybrid

Tentative Schedule: Weekdays; 3-6hr shifts, 1-2 days a week, min of 4 months.

Application Deadline: Open until filled

Position Summary: The goal of the Participant Wellness Checks Volunteer is to help the Evaluation and Quality Improvement department keep track of our participants' progress and wellbeing. Volunteers will call participants and ask a series of prepared questions, which will be entered into a data-form. Volunteers must maintain confidentiality and conduct every call with a high level of customer service and respect for each participant. Progress will be reviewed on a weekly basis. Supervisor will train volunteers in Microsoft SharePoint, Microsoft Forms, and how to conduct surveys over the phone.

Tasks:

- Call participants and conduct the Participant Wellness Questionnaire
- Enter survey data into Microsoft Forms
- Enter call documentation in SharePoint

Preferred Qualifications:

- High school diploma or equivalent.
- Client-facing or direct service experience
- Comfortable with talking about sensitive topics with our community members
- Dedication to protecting participant confidentiality
- Comfortable using a computer and basic knowledge of Excel
- SharePoint and Google Voices knowledge a plus, but not a requirement.

Additional Requirements

- All volunteers/interns must first complete an online application at: <https://fortunesociety.org/volunteer-or-intern-with-us/>.
- Applications selected for a phone/zoom interview will be contacted via email to schedule. If selected to interview, candidates will need to submit their most recent resume and a cover letter.



The Fortune Society
BUILDING PEOPLE, NOT PRISONS