

# Ombudsman Community Partnership

## **Volunteer Position: Resource Navigator**

Thank you for your consideration of volunteering with our Community Partnership. We are looking for people who are willing to answer phones, coach and provide information to people who are looking for resource assistance in Arizona. Resource Navigators will be able to volunteer from home, the NAMI Arizona State office or behavioral health clinics.

### **Qualifications:**

1. A willingness to listen to the request of the caller and then provide the necessary resource(s) number or location for them to receive assistance if available. Provide further assistance in personally connecting the person to the resources in the community, if necessary.
2. A commitment of 4 hours a day, 1 day a week is needed. The resource line will be available 8 hrs a day, 5 days a week.
3. Patience...we need volunteers to understand that people needing assistance may be very upset as this is a very difficult time for many and it is critical for us to be patient and kind.
4. Some knowledge of the behavioral health system is preferred but not necessary.
5. Some computer skills are preferred but not necessary.
6. Available to participate in 2-4 hour training. Location to be determined.
7. A time commitment of 3 months is needed by each volunteer.

### **Primary Responsibilities:**

1. Provide callers or walk-ins (if volunteering at a clinic) with appropriate referrals based on quick needs assessment.
2. Maintain a daily call log of calls and referrals given.
3. Follow up on referrals given.
4. Ability to handle crisis call or situation. Training will be provided.

Those interested in volunteering are asked to complete a volunteer application and return to **Jennifer Beaudoin** at the NAMI Arizona Office. If you have any questions, please contact me at 602-244-8166. Any and all assistance is greatly appreciated.

**NAMI Arizona  
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Phoenix, AZ 85034**