

CAA Volunteer Position Description

Pima County, through its Community Action Agency (CAA) and Emergency Services Network (ESN) of six area agencies, distributes the majority of the rent and utility assistance in Tucson and the wider Pima County. Right now, with the covid19 crisis, there is tremendous demand for assistance and we are looking for volunteers to help us meet that demand.

There are two critical hotlines that are connected to the two primary sources of rent assistance. We need volunteers to answer those phones and be able to manage and enter information into a database. Because of the training that is required, we need people who can make a commitment to the same time every week for an extended period of time, preferably at least three months.

1. **The Arizona Department of Housing** has given Pima County \$480,000 for covid19 related rent assistance.
 - This hotline is open **from 8 a.m. to 5 p.m. every day.**
 - We are looking for volunteers who can serve for at least 8 hours a week.
2. **The CAA hotline** is open **from 8:30 to 10:30 a.m. every morning.**

For both of these hotlines, volunteers:

- need to have a **fingerprint clearance card**
- participate in **four hours of training**
- serve from the **Kino One Stop** and work in a space that is safely socially distanced;

Required skills:

1. Be competent and comfortable with using multiple computer databases
 2. Strong customer service skills and able to handle people experiencing anxiety
 3. Ability to prescreen for eligibility of services
 4. Write a daily report
 5. Practice confidentiality
 6. Able to commit to a regular schedule for at least three months
- Spanish fluency is not required, but a plus, as are other language competencies

If interested, please complete an application to start the process.

You can learn more about CAA here:

<https://webcms.pima.gov/cms/one.aspx?portalId=169&pageId=24795>

Questions? Contact:

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