



TITLE: Volunteer Family Liaison

Your H2H Mission Contribution: H2H Clients are in our Transitional Housing Program for up to two years. Your “mission” is to help tenants and their dependents work through and achieve the goals outlined in their individual program plans. We refer to the “tenants” as “clients”.

Who helps the Volunteer with guidance and support? A board member serves as this Team Leader. He/she has years of experience and lots of resources to draw from to help you. You will never feel alone or without support.

THE DETAILS:

**Development** of the Client’s Program Plan and Budget

Once a client’s rental lease is signed, the Team Leader develops an initial program plan and budget. The overall goal for all clients is increased self-sufficiency in both life skills and financial management. You then work alongside the client to achieve the steps within the plan, and to stay within the developed budget.

**Time** that is needed:

Relationship/rapport building with this client requires an investment of your time with them. Initially you will likely meet once a week either in-person, or via video chat or on the phone. Flexibility is needed, as the meeting times cannot be during the client’s work hours. Note upfront that this flexibility may mean you have to be available for an evening or weekend meeting.

Prior to meeting with the client, please prepare. Review prior notes, review their banking transactions, list any questions or guidance items you have for them which will support the movement of their program plan forward. Most importantly, be ready to listen to their successes and struggles, as you will be able to provide affirmations for the successes and guidance for the struggles.

Then you will complete the “Update Program Plan Reports” and send it to the Team Leader. These simple and clear reports are designed to help all monitor the Client’s progress.

As the client moves through the program, achieves their goals, and stays within their budget, then your intervals between meetings can become more lengthy. It will be your judgement on timeline between meetings, and the Team Leader can also help you determine what is best for each individual client.

**How many** different clients/families will I be working with?

This depends on you and your personal availability. Initially as you are becoming familiar with Help to Home, you will spend more time “figuring out” how things come together. (An initial estimate is about 4-5 hours per week per family. This time can decrease as you become more familiar with your client and the H2H processes.) You can start with one or two families and increase if desired. As a volunteer, four clients would likely be the maximum.

What are the qualifications for a Volunteer Family Liaison?

1. Live a lifestyle of good decision making: personal financial management, problem solving skills, interpersonal communications, and conflict resolution.
2. Respect the confidentiality of the Clients and their families.
3. Be willing to ask your Team Leader for help and advice.
4. Be serious in your Volunteer Commitment. Consistency with the Client is key to helping them.