



INTERNSHIP JOB DESCRIPTION
A Family For Every Child/ Heart Gallery
Submissions Supervisor
Intern/Volunteer Job Description

AGENCY DESCRIPTION:

AFFEC is a nonprofit organization located in the Oregon.

AFFEC'S mission is to finding loving, permanent families for every waiting foster child.

JOB SUMMARY:

Oversight of our Submissions Department which consists of several important processes and three teams of volunteers. Our Submissions team, Inquiry Team and Child Listing Team.

INTERN RESPONSIBILITIES:

Under the supervision of the Program Manager the intern will:

- Manage and train Volunteers in the three process', review Family Home Studies for formatting and completeness, as well as other related responsibilities
- Know how to answer Email Correspondence with knowledge of the process and need being expressed. We receive both general, inquiry and emails requesting specific information. Each require a different knowledge base and ability to discern the appropriate responses.
- Provide excellent, informed and compassionate Customer Service
- Willing to retrain team on changes and improved process'
- Edit changes in our Submissions Power Point & Binder
- Create and edit email templates
- Assisting team daily with questions and needs
- Scheduling of Volunteers weekly
- Ability to handle change, problem solve and adapt processes as needed
- Oversee and train Volunteers to manage the process' and tasks related specifically to the Submissions Department. on how to answer email inquiries from families, Case Workers, Adoption Workers and other partners

EDUCATION NEEDED:

Some College and/or training

SKILLS/QUALIFICATION REQUIRED:

- Excellent oral and written communication skills, with ability to communicate and interact with diverse populations
- Computer skills/Data entry
- Experience using Microsoft Excel and PowerPoint programs
- Ability to conduct interviews and evaluate strengths and abilities of volunteers
- Well organized with attention to detail and ability to carry out tasks independently

PERSONALITY BEST SUITED FOR THIS POSITION:

Someone who is outgoing and good at recognizing people's skills and personality, friendly, dependable, creative and thorough

EXPERIENCE OR SPECIAL SKILLS DESIRED: Organized, good people skills, a leader and team player, experience with volunteers, good writer, empathetic and insightful, management skills, good attention to detail and a passion for the work as it relates to our mission

SCHEDULE:

Minimum commitment: Approximately 15 Hours per week

Days of the week: Flexible

Some tasks may be able to be performed from home office.

CONTACT: Hannah Williamson, info@afamilyforeverychild.org, 541-343-2856

ASSIGNED TO _____

DATE ASSIGNED _____

DATE ENDING/COMPLETED IF ONE _____