



Volunteer Position Description

Assignment Title: Computer Lab Support Volunteer

Supervisor and Department: Devin Kelly - Family Section Associate, Family Services Department

Purpose or Overview:

The Computer Lab Support Volunteer will support applicants who utilize the Family Services computer lab and return calls that are directed to the Tech Support Hotline.

Major Responsibilities:

- Review homeownership program requirements with applicants
- Assist families with website navigation and computer use
- Provide instruction and support for families filling out the application and submitting documents
- Help families calculate their income and DTI using the financial worksheets.
- Ensure that the computer lab is well maintained
- Check the Tech Support Hotline messages and return calls or direct questions to staff
- Assist staff with administrative tasks as needed

Time Commitment:

- Mondays and/or Thursdays from 10am to 4pm
- Full day or partial day of service
- One shift per week

Qualifications:

- Comfortable with technology: email, websites, and document scanning
- Willing and able to work with a diverse population and help people with technology
- Patience, flexibility, and great communication skills
- Ability to problem solve and collaborate with staff to make meaningful program improvements.
- 2nd language: Spanish, Arabic, French a plus!
- Background check and credit check required

Training: Training with Family Selection staff about computer lab procedures and selection process.

Service Location: Habitat Metro Denver main office, 3245 Eliot St, Denver, CO 80211

Impact: The Computer Lab Support Volunteer is sometimes the first point of contact for homeownership program applicants, and this position is crucial for families to successfully navigate the online application process. This volunteer will work closely with staff and families and help ensure that families have equal access in applying for the program. Family Services receives around 100 program screening forms each month.

Volunteer Benefits: Team centered environment, direct work with families, nametag, personal work space.