



Job Description

Job Title: Volunteer Advocate

Department: Human Services/Non-profit

Reports To: Director

Location: Remote/Hybrid (Temporarily)

Prepared By: Human Resources

Company Overview:

Divine Services & Foundations, Inc. (DSF, Inc.) is a faith-based non-profit organization designed to provide services and programs to local communities (Maryland and Washington, D.C.) Surrounding domestic violence, mental health, mental awareness, conflict resolution and enrichment programs. Divine Services & Foundations, Inc., was founded in Fort Washington, Maryland in 2022. DSF, Inc. is embarking on an ambitious plan to raise significant endowment, capital, and program funds to build the organizations immediate impact and strengthen its long-term sustainability.

DSF, Inc. is driven to provide prestigious services by the following core values:

- Spiritual Development
- Integrity
- Hospitality
- The Love of People
- Healing & Positive Transformation
- Serving others
- Unity
- Enriching Lives

For more information about Divine Services & Foundations, Inc., please visit our website at: www.dsfinc.org (This website is currently under construction)

Summary:

The Volunteer Advocate will support and recommend targeted assistance, services and programs for DSF, Inc's clients surrounding agency causes and policies. The advocate will defend patients' rights in clinical settings, assist clients with navigating the legal system, as needed for domestic violence situations, and assist those with psychological issues to find the help they need.

Essential Duties and Responsibilities:

- Clarify program, business and medical information to clients (i.e., doctors and treatments)
- Retrieve information for clients and asking specific questions targeting their situation or current needs
- Carry out patient requests
- Record information and answers to questions for clients
- Locate transportation for clients to attend medical and other important matters (i.e., procedures and appointments)
- Record and document client's medical history and other important information
- Assist to resolve conflicts and crisis situations with health care professionals and family members
- Ensure the clients rights are met
- Other duties as assigned

Requirements:

- A minimum of 3 years advocacy experience
- Attention to detail
- Healthcare knowledge and experience
- Excellent written communication skills
- Computer research skills
- Research, planning and management skills
- Data and collection skills
- Organizational skills
- Customer Service
- Interpersonal skill