



# VOLUNTEER PROGRAM

## Front Desk Aide

### Henry Street Settlement Mission & Overview:

Founded in 1893 by social work and public health pioneer Lillian Wald and based on Manhattan's Lower East Side, Henry Street Settlement delivers a wide range of social service, arts and health care programs to more than 50,000 New Yorkers each year. Distinguished by a profound connection to its neighbors, a willingness to address new problems with swift and innovative solutions, and a strong record of accomplishment, Henry Street challenges the effects of urban poverty by helping families achieve better lives for themselves and their children.

### Program Overview:

Hope, growth, change, recovery — these are the guiding tenets of the Settlement's Community Consultation Center (CCC). The CCC opened in 1946 as one of the first public clinics to provide psychiatric care to the community. Throughout its history, the clinic has had an enduring commitment to meet the changing needs of the community.

### Qualifications/Requirements:

- Completion of a background check
- Age 18 and older
- Experience working with adults in a clinic setting preferred , though not required
- Effective communication and interpersonal skills
- Bilingual (Spanish, Chinese/English) preferred
- Computer literacy
- Patience and willingness to work in a diverse environment

### Responsibilities:

- Participate in an orientation, including background check, before start date
- Commit to volunteer one day per week (Monday to Friday) between 9:00am and 5:00pm
- Greet and welcome guests and clients
- Receive phone calls and make necessary transfers to other extensions
- Enter and edit data and appointments using the designated software
- Process insurance eligibility requests
- Process and manage monetary transactions
- Other tasks as assigned by supervisor

### To Apply:

Please contact Laron Tolliver at [ltolliver@henrystreet.org](mailto:ltolliver@henrystreet.org) or 212.766.9200 x230. Opportunity is available to individual volunteers or corporate groups may wish to participate as a team.