



Senior Legal Hotline/Sacramento Senior Legal Services
444 North 3rd Street, Suite 312, Sacramento, CA 95811
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www.seniorlegalhotline.org

REQUEST FOR VOLUNTEERS -- PHONE INTAKE/CLERICAL ASSISTANCE

Senior Legal Hotline/Sacramento Senior Legal Services is seeking reception/clerical volunteers at our office, 444 North 3rd Street, Sacramento. We are a small, friendly office of attorneys, paralegals, administrative support staff, volunteers and student interns. We provide free legal advice and additional help, mostly by phone, to people over 60 from throughout California.

The primary job involves answering the phone, obtaining certain initial information from clients, screening them for eligibility and setting appointments for hotline advocates to call them back. In addition, there are miscellaneous office duties such as filing, copying and mailing; and it would be highly desirable for volunteers to be able to enter case intake information into our computer system. For this, basic typing skills are needed. Computer use of data bases and word processing is required; some training can be provided.

Skills needed include:

- § ability to speak clearly and succinctly when gathering or giving information over the phone to a wide range of senior clients.
 - § ability to work independently and follow through with assignments.
 - § ability to remain calm in the face of busy phones and difficult situations or clients.
 - § a caring attitude toward seniors of all ability levels.
 - § cultural sensitivity to lifestyles, language, and disabling conditions.
 - § ability to strictly respect the confidentiality of clients.
- ▶ Speakers of foreign languages are especially needed.

Hours and days:

Hours of work are extremely flexible during regular daytime hours. Regular office hours are 8:30 to 5, and we have evening hours -- to 7:30 p.m. Thursdays, twice a month, snacks provided -- so people with full-time day jobs can volunteer. This may be expanded to weekly sessions.

Time commitment is negotiable, though to allow for the best training and orientation, a minimum of eight hours a week for at least six months is preferred. Actual hours for our currently active volunteers vary widely.

To sign up or for more information, please call (916) 551-2145 or e-mail seniorhotline-office@lsnc.net.