

# Rebuild Hope Volunteer Position

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## **Veterans Advocate**

Veterans advocates (VAs) are essentially a case managers who qualify veterans who wish to join Rebuild Hope, help eligible ones get through our application process as quickly and smoothly as possible, and refer veterans to other appropriate resources within the veteran support community.

### Primary Responsibilities

1. Educating veterans on what Rebuild Hope does and how it works.
2. Ensuring veterans understand our eligibility requirements and pre-qualifying them before they submit an application.
3. Referring ineligible veterans to other potential sources of financial aid.
4. Ensuring veterans understand our application process and guiding them through it.
5. Assessing the veterans need for short term financial assistance by helping them develop a 12 month household budget and document their assumptions.
6. Estimating the amount of financial assistance that the veteran is likely to receive through Rebuild Hope.
7. Recommending other potential sources of financial aid to veterans when their needs exceed Rebuild Hope's capacity.
8. Helping veterans publish their personal story, i.e., personal profile, on the Rebuild Hope website.
9. Referring veterans to resources that could help them deal with other problems, i.e, psychological counseling, loan modifications, temporary housing,

### Required Talents and Skills

1. Loves to help others and has the patience and communications skills to effectively assist them remotely using the phone, email and fax.
2. A well-organized self starter who can manage multiple "clients" as they make their way through an application process which usually takes about 2 to 3 weeks.
3. Basic word processing (Word) and spreadsheet (Excel) skills.
4. A military or military family background is desirable.
5. Case management experience is highly desirable.

### Time Commitment

8 hours a week increasing to 12 within 6 months.