



## VOLUNTEER POSITION ANNOUNCEMENT

<b>POSITION:</b>	Resource Database Volunteer ( <b>multiple positions available</b> )
<b>REPORTS TO:</b>	Information Systems Coordinator
<b>SALARY/ BENEFITS:</b>	Unpaid Volunteer Position
<b>HOURS/STATUS:</b>	Flexible, approximately 8-20 hours/week during normal business hours (described below)

### OVERVIEW OF POSITION

Under the direction of the Information Systems Coordinator, the Resource Database Volunteer will support the Information Systems Coordinator in the development and maintenance of the iCarol database utilized by San Francisco Resource Connect, a resource directory connecting Bay Area residents to local services.

### RESPONSIBILITIES AND REQUIREMENTS

- Complete eight (8) hour training and orientation to iCarol, our web based call center software, and San Francisco Resource Connect. More training and supervision may be required.
- Regular supervisory meetings with Information Systems Coordinator.
- Maintain accurate logs of time spent volunteering with MHASF, regularly reporting to the Information Systems Coordinator.
- Review iCarol resource entries and confirm that content meets database standards. This includes but is not limited to formatting data and composing and/or editing descriptive text fields.
- Make sure resource entries are appropriately recorded using established structural scheme.
- Make phone calls to service providers to confirm accuracy of information in database.
- Assign AIRS taxonomy, a standardized categorization system, to resource entries.
- Suggest new resources to add to the database.
- Add new resources to the database.

### REQUIRED QUALIFICATIONS

- Competency in basic computing skills, including proficiency using Microsoft Office programs (Word, Excel, and Outlook).
- At least one (1) year of experience working with databases or large data sets.
- Able to work independently and confidently with minimal supervision after training is completed.
- Excellent attention to detail and ability to perform repetitive tasks accurately and efficiently.
- Available to commit to at least 8 hours of volunteer work during normal business hours (Monday through Friday, 8:30-4:30pm).

- Available to commit to volunteering for at least three months, longer preferred.

#### **DESIRABLE QUALIFICATIONS**

- BA/BS degree in a relevant field of study (e.g. sociology, information science, etc).
- Familiarity and/or experience using iCarol.
- Familiarity with AIRS taxonomy.
- Active member of PROPEL.
- Completion of mental health certification program (e.g. RAMS Peer Specialist Mental Health Certificate, CCSF Community Mental Health Worker Certificate, etc).

#### **About the Mental Health Association of San Francisco**

The Mental Health Association of San Francisco (MHASF) advances the mental health of the people of San Francisco and leads the global community in advocacy, education, research and supports that promote recovery and wellness while challenging the stigma associated with mental health conditions. MHASF, a mental health consumer-run program, is the local affiliate of the Mental Health Association in California and National Mental Health America. People with lived experience of mental health conditions are strongly encouraged to apply.

#### **TO APPLY**

Send application materials to:

ATTN: Events and Volunteer Coordinator  
Mental Health Association of San Francisco  
870 Market, Suite 928  
San Francisco, CA 94102

Fax: 415-421-2928 or email to [scott@mentalhealthsf.org](mailto:scott@mentalhealthsf.org)

#### **Application Materials**

- A) Cover letter describing your interest in this position and MHASF as well as how your experiences meet the required qualifications.
- B) Resume

**\*For emails please include in the subject line the position you are applying for, your last name, and the initial of your first name.**

No phone calls please. Applications will be reviewed as they are received.

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