Volunteer Opportunity: In-Home Supportive Services Provider Enrollment Center

The In-Home Supportive Services (IHSS) program is a federal, state, and locally funded program designed to provide assistance to those eligible aged, blind, and disabled individuals who, without this care, would be unable to remain safely in their own homes. IHSS provides services according to the client’s ability to perform daily activities, and can include feeding, bathing, dressing, housekeeping, laundry, shopping, meal preparation and clean up, accompaniment to medical appointments, paramedical services, and protective supervision.

New homecare workers must attend an IHSS Orientation as part of the hiring process to receive critical information on their role and responsibilities. More than a hundred people typically attend these orientations, which are offered once weekly.

To help orientations proceed expeditiously, Community Ambassadors are needed to help:
- Assist in the lobby by greeting the clients.
- Directs the clients to either the provider orientation line or the regular line.
- Hand out paperwork for the orientation.
- Collect, photocopy, and return documents to attendees.

Participation requirements
- Age 18 and older.
- Bilingual skills highly desirable.
- Ability to follow detailed instructions, adhere to established procedures, and function calmly in a fast-paced environment. Confidence in interacting with the public, strong customer skills, cultural and social sensitivity, and ability to maintain confidentiality are critical.
- Prior to start of placement, all candidates must complete an orientation and training session (2 hours), undergo a fingerprint background check, and provide three non-relative references as required through the SSA Community Ambassadors Program.

Location
Eastmont Self-Sufficiency Center
6955 Foothill Blvd, Suite 300 (3rd floor), Oakland, CA 94605
A free parking lot is available on-site. The location is accessible by AC Transit.

Time Commitment and Scheduling
Enrollment sessions are held weekly on Thursdays, except the first Thursday of the month. Community Ambassadors must commit to a weekly shift for at least 3 months (approximately 3-4 shifts each month). Shifts are scheduled from 8:30 am -12:00 pm or 1:00-5:00 pm.

This opportunity is great for candidates who:
- Thrive in a fast-paced environment and are detailed oriented.
- Are passionate about supporting the needs of the elderly and disabled population.
- Enjoy interacting with the public.

For more information on volunteering, contact:
SSA Community Ambassadors Program
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