



Benefits Outreach Specialist

Volunteer Job Description

Lakes & Prairies Community Action Partnership, Inc. is providing tax assistance at no cost to low-income individuals and families. A Benefits Outreach Specialist is responsible to help families access and qualify for public benefits through an internet web-based program. The outreach specialist works with other Lakes & Prairies volunteers and staff at our tax site located at the Family Service Center, 715 11th Street N in Moorhead, MN.

Responsibilities:

- Help families access the internet web-based program to qualify for public benefits
- Work cooperatively with other Lakes & Prairies volunteers and staff to assure the tax clinic runs smoothly and provides high quality service to customers
- Maintain strict confidentiality, providing as much privacy as logistically possible

Requirements:

- Attend a training session in January
- Be able to volunteer once a week from mid-January through mid-April
- Be punctual and stay for the length of the time scheduled (approximately 4 hours)
- Complete all documentation required at the tax site including attendance sheet
- Give a 24-hour cancellation notice when you will be absent from a scheduled shift

Qualifications:

- Enjoy working in a diverse ethnic, social, and economic environment
- Computer proficiency with an emphasis on navigating through web-based programs
- Ability to work independently



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