

**Reentry Program Assistant  
Volunteer Position Job Description  
Job Title: NEW Reentry Program Assistant**

**Purpose:** The NEW Reentry Program Assistant serves as program support staff for the NEW Reentry Council, supporting the Council's mission of providing comprehensive reentry support to returning citizens and citizens with justice-involved backgrounds in Nash, Edgecombe, and Wilson counties.

The Program Assistant represents the agency to the public who visits the agency's offices Mondays and Wednesdays 9am-1pm.

**Location:** The NEW Reentry Program Assistant works in the public reception area of the agency's main office at 200 North Church Street Rocky Mount, NC 27802.

**Key Responsibilities:**

- Conducts intake and initial screening of prospective clients.
- Organizes client files. Scans and prints client documentation.
- Answers the reentry phone line and directs calls.
- Greets guests and directs them to other offices or locations.
- Answers questions about the reentry program and the services it provides.
- Prints out a list of activities that take place that day at the agency's offices and satellite locations.
- Makes reminder phone calls to other volunteers who are assigned to projects for the following day.
- Helps prepare bulk mailings.
- Prepares correspondence as needed.
- Other duties as assigned.

**Reports to:** Local Reentry Coordinator- Ms. Sheneathia Hanson

**Length of Appointment:** The NEW Reentry Program Assistant is assigned two days per week for a period of three months or as otherwise determined. After three months, the Program Assistant may be reappointed for another three months at the discretion of the supervisor.

**Time Commitment:** Two days per week (Mondays and/or Wednesdays) for 4 hours (9am-1 pm or 1pm-5pm), for a minimum of three months.

**Qualifications:** Basic knowledge of computer and data entry. Pleasant manner, patience, problem-solving ability, dependability. Case management or human services experience is preferred, but not required. A security/background check may be required. A signed confidentiality form will be required.

**Support:** Training for this position will be provided. In addition, the Local Reentry Coordinator will be available for questions and assistance.

**Age Requirement:** None

**Dress Code:** Business Casual

**Additional Requirements:** Licenses are preferred, but not required.

**Benefits:** Volunteer Certificate of Service