

Monterey County Free Libraries *Vets Connect Center* at the King City Library

is seeking applications for

Volunteer Veterans Benefits Coach

Volunteer Position Description

The Veterans Benefit Coach will serve as point of contact to ensure that veterans and veteran families who come to the library for help know how to get connected to the state and federal benefits and services they have earned through military service.

Examples of responsibilities:

1. Work at the Vets Connect Center in the library weekly to meet with veterans and/or family members. Serve as expert listener and initial problem solver.
2. Help each veteran or veteran family member complete CalVet forms in print or online.
3. Guide the veterans and/or their families toward those benefits that are likely to enhance their particular situations
4. Refer veteran in crisis to the list of emergency service numbers provided.
5. Maintain data and keep a record of issues/topic areas needed but not covered in the library's collection.

Qualifications:

- ✓ Interest in helping and serving veterans and their families;
- ✓ Patience, empathy and good listening and interpersonal skills;
- ✓ Familiarity with military life, veterans' issues, reintegration challenges, or willingness to learn;
- ✓ Ability to maintain confidentiality and respect personal boundaries;
- ✓ Basic computer and Internet skills required; smart phone experience helpful.
- ✓ Successful completion of all training for this position.

Training and Support Provided: A one-day training will be provided by CalVet about veterans benefits and services, veteran reintegration challenges, listening and problem-solving skills, as well as meaningful information and referral techniques. The library will provide a tour of the facility and the Veterans Resource Station and its contents.

Time Commitment: Minimum one 2-hour shift per week starting in **October or November of 2016.**

Length of Commitment: Minimum six month commitment requested.

Benefits of Volunteering:

- Opportunity to honor veterans' service by providing important information and referrals for them and their families.
- Training and experience in interviewing, needs assessment, and information and referral.

For info or to apply, contact: Robin Cauntay at CauntayRR@co.monterey.ca.us or (831) 385-3677

