

# Oceanside Public Library

## Volunteer Job Description

### ***Veterans Center Volunteer***

**Purpose:** To serve as point of contact for the Veterans Resource Center in the Civic Center Library to ensure that Veterans and Veteran families of every era know how to get connected to the state and federal benefits and services they have earned through military service.

**Qualifications:** An 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; comfortable speaking to groups, punctual and dependable.

**Responsibilities:** "Staff" a Veteran Resource Station in the library for a minimum of one 2-hour shift per week to meet with Veterans and/or family members. Serve as expert listener and initial problem solver. Help each Veteran or Veteran family member complete the My CalVet online form or the print version of the "Veterans Reintegration Form." Guide the Veteran toward those benefits that are likely to enhance their particular situation. Maintain data on number of Veterans/family members served, types of questions asked, referrals made, and issues/topic areas needed but not covered in the library's collection.

**Training Provided:** Guidelines will be shared and staff support will be provided.

**Time Commitment:** Two hours per week. Supporting programs may be held periodically.

**Length of Commitment:** Minimum six month commitment requested.

**Responsible to:** Kristine Moralez, Community Outreach Coordinator, 760-435-5571

**Contact:** Cheri Noel, Volunteer Coordinator, 760-435-5564