



**City of Chicago**  
**Brandon Johnson, Mayor**

**Department of Family and Support Services**  
**Brandie Knazze, Commissioner**

**NOTICE OF VOLUNTEER OPPORTUNITY UNPAID**  
**Department of Family and Support Services – Senior Service Division**  
**(DFSS)**

As the City of Chicago’s primary social services funder and administrator, the Department of Family and Support Services (DFSS) manages a comprehensive, client-oriented human service delivery system that employs a holistic approach to improving the quality of life for our most vulnerable residents. DFSS administers resources and helps support a network of over 350 community-based organizations. The DFSS mission is:

Working with community partners, we connect Chicago residents and families to resources that build stability, support their well-being, and empower them to thrive.

DFSS’ priorities are to:

- Deliver and support high quality, innovative, and comprehensive services that empower clients to thrive
- Collaborate with community partners, sister agencies, and public officials on programs and policies that improve Chicagoans’ lives and advance systemic change
- Inform the public of resources available to them through DFSS and its community partners
- Steward DFSS’ resources responsibly and effectively

DFSS-Senior Services Division provides an excellent placement opportunity for Interns in Social Work, Gerontology, Public Policy, Sociology, and related disciplines to learn about programs for older adults and their families. Some of the educational opportunities and programs interns can participate in include:

**Education Programs**

DFSS provides training and education programs to older adults who may have difficulty with compulsive acquiring as well as organizing and purging clutter. To address this potential safety risk, DFSS has 3 separate programs including the What’s in Your Closet Presentation, the Buried in Treasures Program, and the Wellness Recovery Action Plan. Additionally, DFSS offers training and support to families caring for someone living with dementia through our Savvy Caregiver, Advanced Savvy Caregiver, and Stressbusting for Caregivers Programs. Interns can:

- Recruit and track participants for the What’s in Your Closet Presentation, Buried in Treasures Program, and Wellness Recovery Action Plan Workshops.
- Assist in developing the Marketing Plan for Education Programs including Caregiver Education Programs such as Savvy Caregiver, Advanced Savvy Caregiver, and Stressbusting for Caregivers.
- If interested, train to become Stressbusting for Caregiver facilitators and gain experience facilitating caregiver education programs.
- Design flyers for education programs using Canva.

- Assist with preparing packets of flyers for mass distribution to Chicago Public Libraries and Senior Centers.

## **Outreach Programs**

Participating in our outreach efforts is a good way to get an overview of the many programs offered by Senior Services. Interns will go to Senior Centers, Health Fairs, and Community Events to provide pamphlets and information to senior clients and caregivers. Interns can assist clients with referral to programs, demonstrate Benefits Check-up, and promote educational opportunities. Interns will assist with preparation for scheduled community events, track outreach activities, and participate in marketing programs. This is an ideal way for BSW interns to get an overview of working with seniors and understanding their needs.

## **Senior Health Insurance Program (SHIP)**

MSW interns can train to become certified Senior Health Insurance Program Volunteer Counselors and learn in detail about Medicare and Medicaid programs. Interns can:

- Meet with clients to guide and advise them on Medicare Plan decisions.
- Provide presentations and outreach to community groups about the advantages of the SHIP program.
- Log data into national database.
- Design flyers on open enrollment for Medicare using Canva.

## **Grandparents and Other Relatives Raising Children (GORRC)**

For interns who like to help children and older adults the GORRC program provides support and assistance to older adults who are raising relatives that are not their biological children. Interns can help reach out to grandparents and other relatives to let them know that there are programs and financial aid to help them with raising children. The intern will:

- Assist with delegate agency correspondence
- Assist with data entry and entering paper surveys in survey monkey
- Attend community outreach events, community meetings to distribute information about GORRC programs
- Assist with referral tracking
- Responds to inquiries on GORRC program
- Follow up with clients, family members and service providers to ensure client concerns have been addressed
- Makes referrals to I & A

## **Caregiver Support Services**

Many people and family members taking care of older adults do not think of themselves as caregivers, the term is unfamiliar to them. Most people just consider themselves to be good daughters, spouses, or friends when they are caring for a disabled older adult. Interns interested in this position will get the word out to family members that there are programs and services that can help with these caregiving duties such as support groups, counseling programs, respite services, memory cafes, and financial assistance with gap-filling. Some of the intern activities include:

- Assist with delegate agency correspondence
- Assist with data entry and entering paper surveys in survey monkey

- Attend community outreach events, community meetings to distribute information about Caregiver Support Services programs
- Assist with referral tracking
- Responds to inquiries on Caregiver Support Services program
- Makes referrals to I & A
- Follows up with clients, family members and service providers to ensure client concerns have been addressed

### **Minimum Qualifications**

- Must be 18 years of age or older
- Excellent communication skills
- Excellent customer service skills
- Generally able to volunteer 6 – 12 hours per month
- Must be reliable and on time
- Basic computer knowledge and access to email

### **Note**

- This is an at-will position
- Duties may include both indoor and outdoor activities
- Candidates are required to pass a criminal background check (fingerprinting) and attend a mandatory training course prior to volunteering. Additional training may be required for some volunteer assignments
- Previous volunteer experience is highly valued, but not required
- Proficiency in a foreign language is highly valued, but not required
- Hours include days, evenings, weekends, and holidays
- Successful candidate will be notified by phone or email

**RESIDENCY REQUIREMENT: Not Required**

**SALARY: UNPAID**

**CLOSING DATE: Open Until Further Notice**

**Interested candidates can find the DFSS Volunteer application by cutting and pasting the following into their browser address bar:**

**[https://www.chicago.gov/content/dam/city/depts/dhr/supp\\_info/Internships/DFSS\\_Volunteer\\_Application.pdf](https://www.chicago.gov/content/dam/city/depts/dhr/supp_info/Internships/DFSS_Volunteer_Application.pdf)**

**Candidates have the option of mailing a hard copy of the application to:**

**Attention: Latoya Bonds  
City of Chicago Department of Family and Support Services  
Human Resources Division  
1615 W. Chicago Ave., 5<sup>th</sup> Floor  
Chicago, IL 60622**

**OR**

**Attaching the application to an e-mail sent to:  
latoya.bonds2@cityofchicago.org**

**If you would like to request reasonable accommodation due to disability or pregnancy to participate in the application process, please contact the City of Chicago, Department of Human Resources, at 312-744-4976 (voice) or 312-744-5035 (TTY). Please be prepared to provide information in support of your reasonable accommodation request.**

**ALL REFERENCES TO POLITICAL SPONSORSHIP OR RECOMMENDATION MUST BE OMITTED FROM ALL APPLICATION MATERIALS SUBMITTED FOR CITY EMPLOYMENT**

**The City of Chicago is an Equal Employment Opportunity and Military Friendly Employer.**