



Volunteer Position: Front Desk Support

Organization: Asian American Recovery Services
A Program of HealthRIGHT 360 – San Jose, CA

Commitment: 9am-6pm Monday and Friday, 9am-8pm Tuesday through Thursday at least twice a week. We ask that you make a commitment of at least 3-4 months. Hours can also be negotiable.

Who We Are: At Asian American Recovery Services (AARS), we provide gender and language specific groups for both adult and youth programs. Currently, AARS is the only outpatient substance abuse agency providing weekly monolingual treatment groups in Tagalog and Vietnamese. We also offer a women's group, Spanish group, LGBT (Lesbian, Gay, Bisexual, and Transgender) group, and a young adults group. ASATS is funded by Santa Clara County's Department of Alcohol and Drug Services.

We also have a CalWORKs program that offers counseling and behavioral health services to eligible CalWORKs participants. The population we serve is predominantly females with children. Services include intake & assessment, individual counseling, group and family counseling, dual-diagnosis services, and case management. Psychiatric services and holistic services such as meditation and acupuncture are available in addition to counseling at no cost to the client.

Our Mission: The purpose of Asian American Recovery Services, Inc. is to decrease the incidence and impact of substance abuse in the Asian and Pacific Islander communities of the San Francisco Bay Area. To accomplish this goal, AARS develops and provides innovative outreach, treatment, prevention, and research services for its target populations. Because there are multiple causes and effects of substance abuse, Asian American Recovery Services, Inc. also engages in ancillary activities to meet its goal.

Position Description:

We need someone to provide friendly service to our clients who are coming in and leaving our program. This will be a great opportunity to gain experience in a moderate paced office setting, all while giving back to our community! This position includes:

- Checking people in and out when entering and exiting a facility
- Answering and directing phone calls accordingly
- Providing friendly and professional service
- Assembling charts
- Filing/Faxing/Photocopying
- And much more!

Skills, Qualifications and Personal Qualities this job requires:

- 18 and older
- Ability to maintain client confidentiality
- Ability to maintain a balance of being friendly and also enforcing rules
- Excellent communication, interpersonal, and listening skills
- Ability to role model professional behavior to clients
- Flexible and organized
- Respectful and punctual
- Able to accurately enter data
- Ability to work within a team and independently
- Happy to learn new skills