

Job Description: ID Assist Team Lead

Location: Milford, Delaware

Position Type: Volunteer/Part-Time

Position Summary:

The ID Assist Team Lead will oversee MAH's ID Assist Program, which helps individuals obtain vital documents such as photo IDs (new or renewal), copies of Social Security cards, and birth certificates. This role combines leadership with hands-on support, ensuring participants receive compassionate guidance while also building and coordinating a team of volunteers. The Team Lead will manage program operations, track outcomes, and collaborate with community partners to strengthen the program's reach and impact.

Key Responsibilities

- Lead and coordinate the ID Assist Program, ensuring smooth operations and compassionate service delivery.
- Build, train, and mentor a team of volunteers to support clients through the ID application process.
- Provide direct assistance to individuals, guiding them step-by-step in securing photo IDs, Social Security cards, and birth certificates.
- Oversee program logistics, including scheduling, fee assistance, and documentation.
- Track participant progress, collect data, and report program outcomes to MAH leadership.
- Partner with community organizations, state agencies, and service providers to streamline access to identification resources.
- Advocate for clients by helping them navigate barriers related to costs, paperwork, and transportation.
- Uphold MAH's values of dignity, compassion, and inclusivity in all interactions.

Qualifications

- Strong leadership and organizational skills, with the ability to build and motivate a team.
- Compassionate, patient, and respectful approach when working with individuals experiencing homelessness or poverty.
- Knowledge of processes related to obtaining IDs, Social Security cards, and birth certificates (or willingness to learn).
- Strong communication and problem-solving skills.
- Ability to maintain confidentiality and handle sensitive information responsibly.
- Prior experience in case management, social services, or volunteer coordination preferred.

Time Commitment

- Part-time volunteer leadership role with flexible hours.
- Must be available for scheduled program days and occasional team meetings.

Why Join Us?

As the **ID Assist Team Lead**, you'll play a central role in helping neighbors regain access to vital identification documents — the keys that open doors to employment, housing, healthcare, and stability. This role offers a unique opportunity to make a life-changing impact by guiding individuals through the process of obtaining photo IDs, Social Security cards, and birth certificates. By building and mentoring a dedicated volunteer team and partnering with community organizations, you'll remove barriers, restore dignity, and empower people to move forward with confidence. Joining our team means making a profound difference in the lives of individuals and families while supporting Milford Advocacy for the Homeless in its mission of compassion and service.