

Job Description: ID Assist Team Member

Location: Milford, Delaware

Position Type: Volunteer/Part-Time

Position Summary

The **ID Assist Team Member** will support 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. Team Members will work directly with community members, providing step-by-step guidance through application processes, offering encouragement, and ensuring each person is treated with dignity and respect. This role focuses on compassionate service and collaboration, helping to reduce barriers and restore hope for neighbors experiencing homelessness or financial insecurity.

Key Responsibilities

- Provide direct assistance to individuals in completing applications for IDs, Social Security cards, and birth certificates.
- Support participants in navigating requirements, gathering necessary paperwork, and understanding next steps.
- Collaborate with the Team Lead and fellow volunteers to ensure smooth program operations.
- Assist with program logistics, including scheduling, fee support, and tracking completion of requests.
Maintain confidentiality and handle sensitive information responsibly.
- Uphold MAH's values of dignity, compassion, and inclusivity in all interactions.

Qualifications

- Compassionate, patient, and respectful approach when working with individuals experiencing homelessness or poverty.
- Strong communication and interpersonal skills.
Detail-oriented, with the ability to follow processes accurately.
- Comfortable completing forms and helping others navigate paperwork.
- Knowledge of identification document processes (or willingness to learn with training).
- Commitment to maintaining confidentiality and safeguarding participant information.

Time Commitment

- Volunteer role with flexible, part-time hours.
- Must be available for scheduled program days and occasional team meetings.

Why Join Us?

As an **ID Assist Team Member**, you'll play a direct role in helping neighbors regain access to vital identification documents the keys that open doors to employment, housing, healthcare, and stability. Each time you sit alongside someone navigating this process, you are restoring dignity and hope. By volunteering with the ID Assist team, you'll make a profound difference in the lives of individuals and families while supporting Milford Advocacy for the Homeless in its mission of compassion and service.