

Volunteer Position Description

NAVIGATOR PROGRAM: A VIRTUAL VOLUNTEER OPPORTUNITY

Help D.C. families make their homes healthy, safe and energy efficient. Assist residents to navigate city weatherization and energy efficiency programs aimed to reduce energy consumption, lower utility bills and access weatherization services.

Title: Navigator

Commitment: min. 3 months

Frequency: about 1 hour a week (or less); work remotely. Assignments are short-term and length of time for each one will vary.

Shift days/times: any

Requirements:

- Age: 18+
- Interest in connecting with people to help them access D.C.'s weatherization and energy assistance programs.
- Communicate clearly and respectfully. Be patient and a good listener.
- Comfortable speaking to others on the phone, texting and using shared documents, such as Google Sheets or Microsoft's OneDrive.
- Adhere to Yachad's volunteer and privacy policies.
- No prior experience necessary.

Basic Duties:

Help D.C. residents navigate the city's application process for weatherization and energy bill assistance, free programs run by the District's [Department of Energy and Environment](#). Contact residents by phone and text messages to provide information about the Low-Income Home Energy Assistance Program, Utility Discount Program and the Weatherization Assistance Program and to review the application process. Provide support to avoid common mistakes and ensure successful completion of the forms. Help solve problems as they arise. Check-in with applicants as needed.

Training: Participate in a 1-hour online or virtual training.