



Community Service Investigator

Department: Chapter Programs & Services
Title: Community Service Investigator
Reports to: Erica Kiehnhoff, Program Manager
Location: 7611 State Line Rd., Suite 100
Kansas City, MO 64114

Position Summary: Assist the MS Society by identifying accurate and accessible resources for people living with MS.

Key Responsibilities:

- Contact Community Resources (organizations offering services that may potentially benefit or serve those with MS) via phone or internet to obtain comprehensive information about services offered and areas served.
- Cross reference information obtained with information in database (Altair).
- If information in Altair is inaccurate make appropriate updates.
- If resource is not currently in Altair, input the resource and code as the appropriate service provider.
- Identify resources that are no longer available and need to be deleted from Altair.

Initial Impact:

- We will have a comprehensive list of resources to refer people living with MS and their caregivers for services.
- The information in our database will accurately reflect the resources in the community allowing us to better serve those with MS.

Sustained Outcomes:

- Information we provide to people living with MS will be accurate, which will ensure they can utilize resources in their community.
- The Society will be able to update these resources on an ongoing basis as opposed to a mass update.
- Locating new resources in the community that we are not currently aware of and encouraging people living with MS to utilize their services.

Training:

- Brief overview about NMSS and chapter.
- Altair Database training.
- Draft of questions to ask each organization when making phone calls.
- Ongoing support/interaction with staff contact person.

Support:

- Chapter staff will be available at the office at the time volunteer is working on project.
- Chapter will meet with volunteer to see what the daily progress is and to follow up on any questions.

Commitment:

- 2 hours of Altair Training.
- Ongoing project we would like to have consistent volunteers to continue to own.
- The amount of time can vary based on the volunteer's availability, but we would prefer this project is done on an ongoing basis (i.e. once a week for a few hours, every MWF, etc.).

Qualifications:

- Ability to represent the National Multiple Sclerosis Society in a professional manner.
- Must have a solid understanding and ability to work our database, Microsoft Excel and the internet with provided training.
- Effective verbal communication skills.

Benefits:

- Knowledge of how a database works.
- Opportunity to add this position on a resume as additional experience in assisting with database cleanup as well as phone and internet research.
- Knowledge that you have directly assisted those with MS by allowing them access to pertinent information in their time of need and assisting in connecting them with community resources.