



Job Title:	CASE HANDLER (2 roles: 1 x English, 1 x Arabic/English)
Location:	Qatar
Level/Salary Range:	Unpaid volunteer
Position Type	Part-time, 2 hours a month
Applications Accepted By:	
Please send a paragraph explaining why you are suitable and would like to apply for the role to: Email: feedafriendqa@gmail.com Subject Line: FAF CASE HANDLER	
Job Description	
<p>Providing a sustainable food supply to those in need is the mission of Feed a Friend. Both new & existing Friends in Need (the recipients of our food packs) are important to us.</p> <p>We contact our Friends in Need on a monthly basis to see if their circumstances have changed and if food is still needed. We also contact new applicants to check their eligibility & to verify their details.</p> <p>The utmost care & consideration for our Friends in Need is required for this role. Our case handlers are often seen as a beacon of hope in their challenging times.</p> <p>The main responsibilities of the Case Handler are:</p> <ul style="list-style-type: none">• Contact existing Friends in Need on a monthly basis to update their food & diaper requirements• Contact & verify new applications• Escalate any applicants that urgently need food assistance• Report updates on a monthly basis for groups that have been receiving food for 6+ months	
Person Specification	
The right candidate will: <ol style="list-style-type: none">1. Be kind & compassionate (essential)2. Have attention to detail when using databases (essential)3. Have excellent communication skills (essential)4. Be experienced in using Google Sheets (desirable)	