

VOLUNTEER OPPORTUNITIES

Family Help Desk (FHD)

- Located at The Johns Hopkins Children's Center Harriet Lane Clinic (see attached map)
200 North Wolfe St.
Baltimore, MD 21287
- One 2-3 hour shift per week plus weekly 60-90 minute reflection session. You are also required to do research and follow-up with your clients when you are not on shift.

Granted just 15 minutes per patient, doctors often lack sufficient time to address critical aspects of families' lives — such as access to food and housing— while also providing necessary medical care. In response, Project HEALTH created the Family Help Desk.

The Family Help Desk (FHD) is a hospital-based resource and advocacy center intended to help patients and families access community resources critical to their health, safety, and economic survival. FHD volunteers staff a desk five days a week, providing families a convenient location inside the hospital to connect with agencies addressing concerns about food, housing, health insurance, immigration, childcare, adult education, job training, and other services.

As more than simply a referral service, the Family Help Desk offers ongoing advocacy and case management services to its clients; volunteers continually follow-up with individual clients well after the initial desk visit to assess the progress of each case.