

Subject: Help Desk Community Resource Navigator Decision

Hello \_\_\_\_\_

Congratulations! We were very impressed with your enthusiasm and interest in social determinants of health and would like to offer you the community resource navigator position.

We will have three sessions of training next week over zoom during these times:

Module 1:

Module 2:

Module 3:

If any of these times do not work for you, please let us know ASAP and we can consider altering the training time or hosting a make-up session.

Additionally, you will be required to complete Lincoln Community Health Center onboarding process. You will be asked to read about Lincoln, watch a video, complete forms and pass a drug test. More information on this will be provided next week.

We expect you to contribute 5-6 hours a week throughout the summer, and would like you to continue during the school year if possible. **Please reply to this email if you are still interested and would like to accept our offer by XYZ.** We look forward to working with you!

Best,

The Help Desk Leadership Team

Welcome to the Help Desk Team!

Waitlist

Subject: Help Desk Community Resource Navigator Decision

Dear ,

Thank you so much for your application and interest in becoming a Help Desk Volunteer. We are writing to inform you that, unfortunately, we are unable to offer you a volunteer position at this time, but we would like to offer you a position on the waitlist. While your application showed significant promise, we had to make difficult acceptance decisions given the high volume of applicants. If a spot becomes available or we are in need of additional help as we hope to expand the program, we will let you know as soon as we can. We know that your interest and availability will change, and we appreciate your patience, but will understand if your interests have shifted.

There were a number of excellent applications this year, each a pleasure to read. We were really amazed by your dedication to service and passion for helping others.

Our Help Desk staff evaluated each application based on a range of criteria. Along with specific requests from Lincoln Community Health Center, we prioritized availability in summer and fall, effort in the application process, a history of commitment to service, experience or interest in the social determinants of health, and communication ability.

We encourage you to keep seeking service opportunities, related to social determinants of health or other areas, during this tumultuous time for many individuals in Durham and across the country. You have amazing knowledge and skills to offer those who need it most.

Best regards,

The Help Desk Leadership Team

Rejection

Subject: Help Desk Community Resource Navigator Decision

Dear Help Desk applicant,

Thank you so much for your application and interest in becoming a Help Desk Volunteer. We are writing to inform you that, unfortunately, we are unable to offer you a volunteer position at this time. There was a high volume of excellent applications this year for a very small number of positions. We were really amazed by your dedication to service and passion for helping others.

Our Help Desk staff evaluated each application based on a range of criteria. Along with specific requests from Lincoln Community Health Center, we prioritized availability in summer and fall, effort in the application process, a history of commitment to service, experience or interest in the social determinants of health, and communication ability.

We encourage you to keep seeking service opportunities, related to social determinants of health or other areas, during this tumultuous time for many individuals in Durham and across the country.

Best regards,

The Help Desk Leadership Team