

**UNIVERSITY OF MARYLAND
SUMMER 2025/FALL 2025/SPRING 2026
FEDERAL WORK-STUDY SUPERVISOR'S STUDENT REQUEST**

(Supervisor's On-line Orientation and Supervisor Acknowledgement Checklist must also be completed) <http://www.umaryland.edu/workstudy>

TO PARTICIPATE IN THE FWS PROGRAM THERE MUST BE A SUPERVISOR AND AN ALTERNATE SUPERVISOR

Please attach a job description for this FWS position.

Could this work-site be considered as Community Service? Yes _____ No X _____

UMB Department The Rebuild, Overcome and Rise (ROAR) Center
(Full Name of Department)

Off-Campus Agency _____
(Full Name of Agency- For Off-Campus Positions Only)

Address 520 W. Fayette Street Baltimore, MD 21201

Telephone 443-682-2150 Fax No. _____

Work Study Supervisor's Full Name Monica Fulwood

Work Study Supervisor's Title Program Manager

E-mail Address m.fulwood@umaryland.edu

Alternate Supervisor's Full Name Lydia Watts

Alternate Supervisor's Title Executive Director

E-mail Address lwatts@umaryland.edu

Job Title Administrative Intake Assistant

Job Function: _____ Technical X Administrative _____ Research Lab _____ Research Clinical _____ Tutor _____ Program Admin.

Completion of this request form does not guarantee the department/agency will have a Federal Work-Study student employee. The person who signs this form must also sign the student's Job Certification Form and approve the biweekly payroll timesheets. If a student exceeds their maximum FWS award, the supervisor's department is responsible for paying 100 percent of the over award.

Return completed form to:

E-Mail: FWS@umaryland.edu

Phone: 410-706-7347

**Office of Student Employment; University Of Maryland, Baltimore; 601 W. Lombard St, Suite 221;
Baltimore, MD 21201**

Administrative & Intake Assistant

Organization: Rebuild, Overcome and Rise Center (ROAR) at University of Maryland, Baltimore

Hours: 10–20 hours/week | In-person | Flexible schedule |

Are you a current student looking for a part-time work opportunity in a supportive and mission driven team environment? If so, the ROAR center has an opportunity for you!

The Position:

We are seeking a proactive and organized student to serve as an **Administrative & Intake Assistant**. This dual role will support our internal office operations, client intake and light outreach efforts. It is ideal for a student to build professional skills in administration, communications, and client services while making a meaningful impact.

Our Organization:

The ROAR Center assists individuals navigating the aftermath of trauma – a "one-stop shop" where survivors of crime in Baltimore City can access a comprehensive array of services. Our center provides victim based legal assistance, case management, health care management and access to 1:1 mental health services and referrals.

You work will contribute to the effectiveness of our day-to-day functions and ensure the clients we serve are successfully on boarded into receiving critical services.

Administrative Duties:

- Provide basic technical support for staff (e.g., password resets, system log-in issues)
- Help maintain spreadsheets, databases, and shared drives
- Assist with data entry
- Draft routine communications (emails, letters, forms)

Intake & Outreach Support

- Monitor shared email inbox and respond or route inquiries
- Assist with client intake, including phone or online inquiries
- Compile, enter, and maintain client records in our database
- Send intake confirmations and assist with follow-up communication
- Monitor feedback surveys and basic reporting for outreach events
- Support occasional in-person outreach efforts (optional)

Ideal Candidate:

- Must be **Federal Work Study eligible**
- Detail-oriented, dependable, and proactive
- Comfortable engaging with a wide range of individuals
- Strong written and verbal communication skills
- Familiarity with Microsoft Office
- Interest in community work, law, social services, or advocacy is a plus
- Bilingual skills are welcome but not required