

2-1-1 / HELPLINK Volunteer I&R Specialist

Description:

Under supervision performs duties related to the Call Center operation of United Way 2-1-1/HELPLINK

Duties and Responsibilities:

- Conduct telephone assessment of caller's needs
- Research and provide appropriate resources
- Educate caller's on services available in the community
- Conduct follow up calls to ensure services were received

Requirements:

- I&R or Telephone Customer Service experience desired
- Interest in social and human health care services
- Good verbal and written communication skills
- Good computer skills
- Sensitivity to the needs of special populations
- Dependability and flexibility
- Ability to work under highly stressful conditions
- Bilingual skills (Spanish, Cantonese, Mandarin, Russian) desired

Commitment:

- Minimum 4 hours per week (M-F 9-5:30) with 200 hours or six-month commitment
- Attend mandatory monthly In-Service trainings

Training offered:

- Professional training as an I&R Specialist
- On-the-job training in the Call Center
- Specialized trainings (Homelessness Prevention, EITC, Immigration)
- Monthly In-Service trainings

Contact Information

United Way of the Bay Area
2-1-1 / HELPLINK (Volunteer Coordinator)
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