

# 2-1-1 / HELPLINK Community Outreach Volunteer

## Description:

Under supervision performs duties related to community outreach of United Way 2-1-1/HELPLINK

## Duties and Responsibilities:

- Provide presentations about the 211 program and how individuals and service providers can use the services offered by 211
- Table at community events to provide materials and to answer questions about 211 services to the public
- Promote with service providers their participation in the updating process to assist 211 to maintain current, accurate information for referral giving

## Requirements:

- 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
- Ability to provide own car and insurance as needed

## Commitment:

- Participation in 8 hours of initial training
- Minimum 8 hours per month, contingent upon outreach requests
- Provisions for shorter or longer commitment will be assessed depending on the skill and interest of the volunteer
- Attend de-briefing meetings as scheduled

## Training offered:

- Introduction to Information & Referral and 211
- Overview of United Way of The Bay Area
- On-the-job observation in the Call Center and training with the resources team
- Other specialized trainings as needed

## Contact Information

United Way of the Bay Area  
2-1-1 / HELPLINK (Volunteer Coordinator)  
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San Francisco, CA 94105  
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