

# 2-1-1 / HELPLINK Resource Specialist Volunteer

## Description:

Performs duties related to the management of 2-1-1/ HELPLINK community resources database of health and human services providers in the Bay Area.

## Duties and Responsibilities:

- Identify appropriate agency personnel in order to obtain current information concerning services available to individuals in need
- Educate agency contact personnel on services provided by 2-1-1/HELPLINK
- Performs data entry
- Assists with other resource management work such as specialized resource guides
- May assist with mass mailings

## Requirements:

- Interest in the field of health and human services
- Excellent verbal and written communication skills
- Computer skills desirable
- Sensitivity to the needs of special populations
- Dependability and flexibility

## Commitment:

- Minimum 4 hours per week (during our office hours, M-F 9-5) with 200 hours or six month commitment

## Training offered:

- Professional training as a Resource Specialist
- Monthly In-Service trainings (optional)

## Contact Information

United Way of the Bay Area  
2-1-1 / HELPLINK (Volunteer Coordinator)  
221 Main Street, Suite 300  
San Francisco, CA 94105  
(415)808-4357  
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