

# Eden I&R, Inc.

*"linking people and resources"*

570 B Street ♦ Hayward, CA 94541 ♦ 510-537-2710 ♦ FAX 510-537-0986



## Job Description

**Position:** 2-1-1/After-Hours Phone Line Resource Specialist

**Program Description:** Eden I&R's 2-1-1 program, an information and referral service for low-cost housing and human services, provides phone line assessments and referrals for callers 24 hours a day, 7 days a week. Eden I&R's **After-Hour Services** provide answering services for the Alameda County Children's Services; Foster Care Placement Service; Adult Protective Services; Public Guardian-Conservator Office;

**Position Description:** Under the direct supervision of the 2-1-1 Program Manager and Operations Director, the After-Hours/2-1-1 Phone Line Resource Specialist will address 2-1-1 clients' concerns over the phone and provide needs assessments and referrals. Will take information from After-Hours callers to relay to the After-Hours supervisors and workers.

**Duties Include:**

- Assess callers' needs and provide appropriate referrals to housing & services.
- Advocate for callers in complex and emergency situations.
- Provide follow-up to certain callers.
- Locate and collect information on agencies and services that would be useful to callers; including developing contacts at agencies for networking and obtaining services for clients.
- Keep complete records of all calls; record and summarize pertinent data.
- Answer the Eden I&R, Inc. administration lines
- Attend staff meetings and in-service trainings.
- Be available to work extended hours in the event of a disaster.
- Perform other duties as determined.
- Work towards Alliance of Information and Referral Systems (AIRS) Certification.

**Position Requirements:**

- At least one year of work experience in case management, advocacy or customer service positions, or a BA or equivalent work experience.
- Excellent time management and organizational skills.
- Excellent oral and written communication skills.
- Ability to handle clients in crisis and deal with crisis management.
- Good computer skills; familiarity with database programs desirable.
- Good customer service skills.

**Compensation:** \$14.98 per hour, benefits

**Available shifts:** midnight to 8:00am

**Letter /Resume to:** Human Resources Administrator  
Eden I&R, Inc.  
570 B Street  
Hayward, CA 94541  
Email: [nyoung@edenir.org](mailto:nyoung@edenir.org)

Eden I&R, Inc. is conveniently located one block from the Hayward BART station.

**Equal Opportunity Employer**

03/14/19

