

Eden I&R

"linking people and resources"



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

Job Description

- Position:** 2-1-1/Afterhours Supervisor
- Type of Position:** Full-time, exempt
- Agency Mission:** For 41 years, Eden I&R has been successfully fulfilling its mission of “linking people and resources” by consistently and creatively responding to the community’s changing needs. The agency’s services are the result of collaborations that depend on the work of hundreds of community-based organizations. Because no other centralized source for health, housing, and human services information exists anywhere else in Alameda County, Eden I&R has become a critical resource for thousands of at-risk individuals, such as youth, non-English speakers, the economically disadvantaged, people living with HIV/AIDS, domestic violence survivors, the elderly, disabled, the homeless, and human service agencies seeking services or housing for their clients.
- Agency Vision:** We envision a community empowered with information and connected to resources, so that all people obtain health, happiness, hope and improved livelihoods.
- Program Description:** Eden I&R provides after hours phone coverage for several Alameda County programs in addition to operating the 2-1-1 Alameda County Call Center, which is a toll free, three digit phone number available 24/7 in multiple languages, providing health, housing and human services information and referrals. During disasters, 2-1-1 offers disaster-related information.
- Position Description:** Under the direct supervision of the Deputy Director and in partnership with the 2-1-1 Program Manager, the 2-1-1/Afterhours Supervisor will assist in the day to day operations of the 2-1-1 Call Center and ensure adequate coverage of the Afterhours phone lines, which operate weekdays 5PM – 8AM and 24 hours on the weekends.
- Position Work Hours:** This is a full-time, day-shift position that must be available Monday – Friday for phone coverage starting at 8:00AM. After hours phone coverage is also mandatory when staff are not available to cover.
- Duties Include:**
- **Afterhours Administration:**
 - Phone coverage where needed
 - Recruit and train phonenumber staff on individual program call handling procedures
 - Review daily activities in the 2-1-1 database, iCarol, to ensure all calls are recorded correctly
 - Create the weekly/monthly staffing schedule for Afterhours; find back-up coverage when needed and ensure no overtime, if possible
 - Provide on-going feedback to staff on performance and attendance, including semi-annual performance evaluations
 - Print updated program calendar daily

- Report to and follow up with county supervisors/workers for any problems, referrals, or special situations
- Monthly data reporting
- **2-1-1 Supervisor:**
 - Answer phone calls/texts and assess caller needs while providing appropriate referrals to housing and services; advocate for callers in emergency situations
 - Assist the 2-1-1 Program Manager to supervise the day to day activities of the call center to ensure calls are being handled in a timely matter; monitor program queue and obtain back-up when needed
 - Assist the 2-1-1 Program Manager to develop and maintain a cohesive, coordinated call center environment, encouraging and supporting team work among staff
 - Assist the 2-1-1 Program Manager with the weekly 2-1-1 call center schedule
 - Update the 2-1-1 Training Manual as needed and assist in the training of new Phone Resource Specialists
 - Locate and draft 2-1-1 call examples as needed
 - Act as point of contact in the absence of the 2-1-1 Program Manager, to assist Phone Resource Specialists with questions, crisis calls, and other related tasks
 - Assist with Medi-CAL Administrative Activity (MAA) related tasks
 - Other duties as assigned

Position Requirements:

- Bachelor's degree preferred
- AIRS/CIRS certification desirable or willingness to become certified
- At least one year of work experience in a call center environment, providing needs assessment and referrals preferred
- At least one year of social service experience and ability to handle clients in crisis
- Demonstrated problem solving and analytical skills
- Demonstrated ability to work well with little supervision
- Excellent time management and organizational skills
- Excellent oral and written communication skills
- Excellent computer skills and willingness to learn new programs including SMS texting and multiple databases
- Ability to work flexible hours, including evenings and weekends and longer hours during a disaster

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

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

Equal Opportunity Employer

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