

Eden I&R, Inc.

"linking people and resources"

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

Job Description

Position: After-Hours/2-1-1 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 After-Hours Supervisor, 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. The PRS 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
- Work towards Alliance of Information and Referral Systems (AIRS) Certification
- Other duties as assigned

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

Compensation: \$15.50 per hour

Available shifts: On-call (day/evening/weekends)

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

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

Equal Opportunity Employer

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