

Eden I&R, Inc.

"linking people and resources"

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



Job Description

Position: Bilingual Phone Line Resource Specialist (Full-Time)

Agency Description: Eden I&R envisions a community empowered with information and connected to resources, so that all people obtain health, happiness, hope, and improved livelihoods. The agency's largest program is 211 Alameda County, the 24/7 multilingual phone line that provides resource information to individuals and families from throughout the county.

Position Description: Eden I&R's 2-1-1 program, an information and referral service for low-cost housing and human services, provides assessment of need and social service information and referral services for callers 24 hours a day, 7 days a week.

Under the direct supervision of the 2-1-1 Manager, the Phone Line Resource Specialist will address clients' concerns over the phone and provide needs assessment and referral.

Duties Include:

- Assess callers' needs, provide appropriate referrals to housing and services, and advocate for callers in complex and emergency situations
- Provide thorough assessment and referral to each caller
- Regular follow up with callers
- Research and collect information on agencies and services that would be useful to callers
- Keep complete records of all calls; record and summarize pertinent data
- Assist with outreach to potential clients through preparation of materials such as newsletters, flyers, and cards when needed
- Attend staff meetings and in-service trainings
- Be available to work long hours in the event of a disaster
- Perform other duties as determined by the 2-1-1 Manager
- Work towards Alliance of Information and Referral Systems 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 customer service skills
- Flexibility to telecommute or work in the office as assigned
- Ability to handle clients in crisis and deal with crisis management
- Good computer skills; familiarity with database programs desirable
- Bilingual in Spanish & English REQUIRED; excellent oral and written communication skills
- Ability to work flexible hours, including evenings and weekends

Compensation: \$17.19/hour with benefits

Available shifts: Open

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.

Eden I&R is an equal opportunity employer

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