

# Eden I&R, Inc.

*"linking people and resources"*

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

## Position Description

**Position:** Intern/Volunteer 2-1-1 Phone Resource Specialist

**Program Description:** Eden I&R's 2-1-1 program, an information and referral service for affordable housing and human services referrals, provides needs assessment and referral services to callers 24 hours a day, 7 days a week, and in multiple languages.

**Position Description:** Under the direct supervision of the 2-1-1 Program Manager, the Intern/Volunteer 2-1-1 Phone Resource Specialist will address clients' concerns over the phone and provide needs assessments and referrals, conduct follow-up and quality assurance calls, and participate in outreach events within Alameda County.

**Duties Include:**

- Assess callers' needs and provide appropriate referrals to housing and services, and advocate for callers in complex and emergency situations
- Provide thorough assessment and referrals to each caller
- Locate and collect information on agencies and services that would be useful to callers; includes developing contacts at agencies for networking and informing agencies about 2-1-1
- Assist with outreach to potential clients through distribution of materials such as newsletters and flyers at community events or resource fairs
- Attend weekly 2-1-1 staff meetings and in-service trainings
- May include opportunities to give disaster-related information referrals in the event of a local or regional disaster
- Perform other duties as determined by the 2-1-1 Program Manager
- Work towards Alliance of Information and Referral Systems Certification

**Position Requirements:**

- At least one year of work experience in customer service, call center, client advocacy or case management preferred
- Excellent time management and organizational skills
- Bilingual speaker preferred
- Excellent oral and written communication skills
- Ability to handle clients in crisis and practice crisis management skills
- Comfortable using computers and Internet; familiarity with data entry is desirable
- Ability to commit to a minimum of 6 months

**Compensation:** Class Credit if required by institution; volunteer position

**Available shifts:** 16-20 hours a week part-time positions are available; flexible weekday shifts, can include evenings and/or weekends

**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**

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