

UNITED WAY 211 VOLUNTEER COMMUNITY INFORMATION AND REFERRAL SPECIALIST (CIRS) POSITION DESCRIPTION

MISSION OF UNITED WAY 211: Every hour of every day, hundreds of people need essential human services - they are looking for training, employment, food pantries, help for an aging parent, addiction prevention programs, affordable housing options, support groups, and more. 211 is the service that connects people with resources that can fulfill their needs. 211 also works closely with many of the social service agencies in the area and maintains a database of over 1,500 agencies.

DESCRIPTION: The Volunteer CIRS is a skilled individual who helps people in need get connected to resources that can assist them.

BENEFITS:

- Learn about valuable community resources
- Enhance your communication skills
- Be a part of team of enthusiastic volunteers and dedicated staff

TRAINING AND EVALUATION REQUIREMENTS:

- New Volunteer Interview
- Call Center Observation Shift
- Training Sessions (approximately 30 hours)
- Volunteer Meetings/In-services (3 or 4 per year)

DUTIES:

- The primary volunteer responsibility is to serve as a Volunteer CIRS
- Other projects may be offered as call volume and availability allow

REQUIRED QUALIFICATIONS:

- Desire to strengthen the community
- Ability to respond to callers in a supportive and empathetic manner
- Interest in communicating with people of diverse backgrounds and situations
- Ability to multi-task
- Proficiency in internet navigation and general computer skills
- 18 years of age or older

VOLUNTEER HOURS:

- All new volunteers are required to commit to a minimum of one year of service
- Shifts are 4 hours in duration, 1 shift per week Monday-Friday from 8am-12pm, 12pm-4pm or 1pm-5pm
- Interns and Service Learning Students may be subject to different requirements in accordance to their program

To avoid disruption in the call center, please silence your cell phone and only use it for emergency in the designated area.

UNITED WAY 211 STAFF CONTACT:

Primary volunteer contact: Ágnes Rédei Volunteer Coordinator, 608-246-5494
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