



**UNITED WAY 2-1-1
VOLUNTEER COMMUNITY INFORMATION AND REFERRAL SPECIALIST (CIRS)
POSITION DESCRIPTION**

MISSION OF UNITED WAY 2-1-1: 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. 2-1-1 is the service that connects people with resources that can fulfill their needs. 2-1-1 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

UNITED WAY 2-1-1 STAFF CONTACT:

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