



Position Name: **2-1-1 Information & Referral Specialist**

Goal of Program: North Sound 2-1-1 is a community information line for social services serving Snohomish, Skagit, Island, San Juan, and Whatcom County. 2-1-1 provides information and referral to these local human services.

Volunteer Activities: Provide information, referral and follow-up for telephone callers concerning available resources. Search resource database for programs and services and provide pertinent information to caller. Explore options and assist caller to problem solve when resources are unavailable. Maintain accurate records of services and resources requested and provided.

Interview callers in order to assess underlying needs and determine if more assistance is necessary.

Perform other duties designed to assist the overall function of the program.

Benefits of Volunteering with your Program: Gain first-hand knowledge of current local social issues and community needs. Acquire experience navigating social service delivery system while advocating for callers. Improve communication, problem-solving, and customer service. Enhance computer skills. Serve your community by helping others access needed services.

Requirements (knowledge/ability)? Strong written and oral communication skills. Ability to deal effectively with the public over the phone. Ability to gather and organize information. Working knowledge of computers required. Working knowledge of Microsoft Office Suite required. Ability to learn and use computer software and agreed upon conventions in accomplishing above tasks. Bilingual English/Spanish helpful. Ability to work with little or no supervision. Self-starter.

Must be able to sit, answer phones, and use computers for sustained periods of time.

Prerequisite Information: Application, Interview, and Background Check required.

Timeframe: On-going

Weekdays: Yes

Flexible hours and term of commitment: Yes this position can be flexible. Minimum commitment of 4 hours a week for a period of 6 months.

Location: Everett, WA, 98201

Opportunity Type: General

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