

## **POSITION: INFORMATION & REFERRAL (I&R) SPECIALIST**

DATE: November 2015  
PROGRAM: Behavioral Health/North Sound 2-1-1  
REPORTS TO: Senior Program Manager, North Sound 2-1-1  
HOURS & SALARY: Full-time/40 hours a week/ DOE  
LOCATION: Everett

VOLUNTEERS OF AMERICA WESTERN WASHINGTON is a private, not-for-profit human service agency serving the needs of families, seniors and the disabled in Western Washington. Our successful track record of supporting those we serve and being on the leading edge of new and innovative programs makes us a leader among human service agencies in Western Washington. Come be a part of what we do and make a difference every day!

### **ABOUT NORTHSOUND 211:**

Northsound 211 is a 24/7 telephone hotline that provides information, referral and follow-up services for the North Sound Region (Snohomish, Skagit, Island, Whatcom, and San Juan Counties). Northsound 211 is standards driven and is part of the statewide 211 system, the Washington Information Network.

### **POSITION DESCRIPTION:**

- Responsible for providing information, referral and follow-up for telephone callers concerning available community services and resources that are appropriate to caller's needs for the North Sound Region.
- Maintains accurate records, assists in seeking out information, assists in reviewing, developing and indexing pertinent community information, performs outreach and community building as needed.
- Responsible for completing Snohomish County Coordinated Entry (housing) intake assessments.
- Works with First Responders, after hours, to complete brief assessments for the use of flex funds, and approve all that qualify.
- Completes other duties as assigned to assist in the overall function of the program.

### **QUALIFICATIONS:**

- Associate degree or 1-2 years of experience in a related field
- Excellent written and oral communication skills
- Ability to deal effectively with the public both over the phone and in person
- Experience in multi-tasking, specifically with computer programs while engaging in a call
- Ability to gather and organize information
- Working knowledge of computers and Microsoft office products, including Word, Excel, Access and Outlook, required
- Self-starter and ability to work with little or no supervision
- Previous call center experience preferred
- Flexible with respect to scheduling. Weekends, holidays, evenings and graveyard shifts may be required

If you wish to apply for this position, please email your cover letter and resume to: [recruiter@voaww.org](mailto:recruiter@voaww.org).

*Volunteers of America provides equal employment opportunities to all employees and applicants for employment without regard to race, sex, age, sexual orientation, marital status, color, creed, religion, national origin, disability, disability or status as veteran or special disabled veteran, use of trained guide dog or service animal by a person with a disability. We are in accordance with applicable federal laws and in compliance with the Americans with Disability Act, to include HIV Aids and other communicable diseases covered under the Act. Additionally, the agency complies with applicable state and local laws governing non-discrimination in employment.*

**Crisis Line/Triage Clinician**