

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

DATE: August 2020  
PROGRAM: Behavioral Health/North Sound 2-1-1  
REPORTS TO: Program Manager, North Sound 2-1-1  
STATUS: Temporary/Full-Time/Non-Exempt

*At Volunteers of America Western Washington, we have a clear vision: to be the place where a diverse mix of talented people want to come, to stay and do their best work. We are dedicated to promoting an inclusive environment where all people feel accepted and valued.*

### ABOUT NORTHSOUND 211:

North Sound 211 is a telephone call center that provides information, and referral services for resources with client's basic needs. North Sound 211 serves the North Sound Region (Snohomish, Skagit, Island, Whatcom, and San Juan Counties). North Sound 211 is standards driven and is part of the statewide 211 system, the Washington Information Network. North Sound 211 normally operates Monday-Friday 8am to 5pm.

### 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, and performs outreach and community building as needed.
- Responsible for completing Snohomish County Coordinated Entry (housing) intake assessments.
- Assists in the training and on-boarding of new staff, to help form a stronger more unified team.
- 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. During surge staffing/disaster events; weekends, holidays, evenings and graveyard shifts may be required

If you wish to apply for this position, please send 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.*

