2-1-1 Part-Time Information and Referral Specialist- North Texas Area United Way

With limited supervision, is responsible and accountable for delivering quality, professional information, referral and consultation on health and human services to individuals in need of assistance, and performs tasks related to information and referral projects between the hours of 1:00 p.m. and 5:00 p.m. Monday through Friday. Requires proficiency in use of computers and associated telephony; ability to navigate complex referral database essential. Must be able to read and write English; fluency in second language desirable.

ESSENTIAL JOB FUNCTIONS:

- Receives English and/or other language incoming 2-1-1 / Helpline calls, assesses clients' needs and makes appropriate referrals to social service agencies, programs and services.

Keeps up-to-date, accurate records on all calls and follow-up on cases according to established protocols.

- Performs other duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES:

- One year experience in a human services position.
- Demonstrated evidence of interviewing, assessment and problem solving skills.
- Effective verbal and written communication skills.
- Ability to use call center telephony equipment to answer incoming calls.
- Ability to use computer to complete job functions.
- Must be able to read, write and speak English.

Proficient in a foreign language, particularly Spanish, is desirable.

- Ability to preserve confidential information.
- Ability to foster a workable, effective and productive relationship with other staff, administration, volunteers, agencies and clients.
- Ability to adapt to a changing caseload while maintaining standards of high quality.
- Ability to work effectively as a team member and provide assistance to other staff members willingly.

EDUCATION AND EXPERIENCE:

- Bachelor's degree in Social Work or related field from accredited institution OR High School Diploma, call center and/or significant related social service experience preferred.

Please email Resumes to pdaughtery@ntauw.org