



2-1-1 SACRAMENTO NEEDS VOLUNTEERS AND INTERNS

“Help Our Callers Find the Resources They Need”

Position: Information and Referral Specialist

VOLUNTEER DUTIES:

- Link callers with free tax service programs.
- Collect and record demographic data on callers.
- Communicate with people of diverse social, ethnic and economic backgrounds.
- Use bilingual skills, if applicable.

VOLUNTEER REQUIREMENTS:

- 2 days / week, 4 to 6 hours / day for three months, January 15 through April 15, 2008.
Flexible work days.
- Basic computer skills.
- Excellent communication skills.
- Bilingual skills (a plus, but not required).

TRAINING AND OTHER VOLUNTEER BENEFITS:

- Receive extensive classroom and one-on-one training before beginning to answer calls.
- Receive in-service training from 2-1-1 Sacramento experienced staff on an on-going basis.
- Learn to understand the overall structure of the social services network.
- Learn about many community resources.
- Gain new skills, including client assessment.

2-1-1 Sacramento, a program of the Community Services Planning Council, is funded by the First 5 Sacramento Commission, Sacramento Housing and Redevelopment Agency, Sacramento County Department of Human Assistance, Area 4 Agency on Aging, Sacramento Superior Court, Child Abuse Prevention Council of Sacramento and Sacramento Employment & Training Agency.

- Work with people of diverse social, ethnic and economic backgrounds.
- Develop networking opportunities for a future career search.
- Receive a letter of recommendation after completing 60 hours successfully.
- Make a difference in the community.

INFOLINE SACRAMENTO CONTACT:

If you have any questions or wish to discuss about volunteer opportunities, please contact Bob Diercks at (916) 442-4273, ext. 101, or email bdiercks@211sacramento.org.