THE INSTITUTE FOR HUMAN SERVICES, INC.

Volunteer: 211 Helpline Call Specialist

Reporting Relationship: Reports to the 211 Helpline Manager

General Summary of Volunteer Duties:
Become a vital part of your community by volunteering as a *211 Helpline Call Specialist*. In this role, you'll provide essential information and support to individuals seeking resources, guidance, and referrals for health, human services, and community programs. Your help ensures that callers receive timely and accurate assistance when they need it most.

Key Duties and Responsibilities:

1. Answer incoming calls on the 211 helpline in a courteous and professional manner
2. Listen actively to callers to understand their needs and provide appropriate referrals
3. Maintain accurate records of calls and resources used
4. Stay informed about local services, programs, and community resources
5. Uphold confidentiality and respect for all callers

Required Qualifications:

- Strong communication and active listening skills
- Empathy and patience in responding to diverse situations and callers
- Detail-oriented with the ability to accurately document call information
- Comfortable using phone systems and basic computer applications
- Willingness to learn about community resources and service networks
- Commitment to volunteer schedule and reliability
- Professional phone etiquette
- Abel to navigate the internet
- Proficient in using computers and various software applications
- Willing to complete additional training to support volunteer duties

Time Commitment:
Flexible shifts, typically ranging from 2–4 hours per week. Training is provided to ensure you feel confident in your role.

Impact:
Your volunteer work directly connects individuals to the services and support they need, improving access to healthcare, housing, food, and other critical resources in the community.