

2-1-1 Orange County – Volunteers Needed



2-1-1 Orange County is a comprehensive information and referral system linking Orange County residents to community health and human services and support. Those in need of food, shelter, rent and housing support, utility assistance, legal services, counseling, employment programs and much more can dial 2-1-1 toll-free 24/7 and be connected to trained specialists who will refer them to organizations that can offer help. This service is available in over 150 languages. Simply put, 2-1-1 is to human services what 9-1-1 is to emergency services.

Need: 2-1-1 needs compassionate and caring individuals interested in making a difference in their community. Experience using a computer and fluency in a language other than English are helpful, but anyone willing to donate their time is welcome. **All volunteers will be trained on-site.**

Volunteer Opportunities Available:

Call Handler: This position holds the responsibility of promptly answering phones, assessing caller needs, navigating the program database and directing callers to appropriate resources. Call Handlers have proper telephone etiquette, a calm demeanor, communication and active listening skills and the ability to assess another's situation.

Resource Assistant: This position works directly with our Resource Specialist to gather up-to-date information on services available in Orange County and to enter that data into our computer systems. Resource Assistants will also perform general clerical work as needed.

Office Assistant: This position performs general clerical and data entry work. Office Assistants will also help staff with any on-going projects, as needed.

Special Notes: Volunteers must be 18 years of age or older, as they may deal with confidential information.

Location: The 2-1-1 Orange County Call Center in Costa Mesa

Physical Activity: In the course of performing this job, the volunteer will typically spend time sitting, walking, standing, listening/speaking, writing and operating a personal computer. S/he is expected to lift and carry office records and supplies up to 15 lbs on an occasional basis. Reasonable accommodations may be arranged to enable individuals with disabilities to perform essential duties of the job.

Disaster Relief Volunteers:

2-1-1 hosts Disaster Relief Volunteer trainings throughout the year so that when disaster strikes, referral specialists are ready to take calls and direct those in need of help to the appropriate response centers. If you are interested in becoming trained so that you can volunteer in case of disaster, please attend one of the free trainings listed below. For more information, call (949) 764-1309.

2009 Disaster Relief Volunteer Trainings:

Dates: April 25, July 25, Oct. 24

Time: 9 a.m. to 11 a.m.

2-1-1 Orange County Contact Information

Phone: (949) 764-1309 or E-mail: volunteer@211oc.org

www.211oc.org