Job Description
Information and Referral Specialist
Current as of September 2014

2-1-1 Orange County provides a helpline connecting people in need in our community to available resources. Our service is available 24/7 in over 150 languages and can be accessed toll-free by simply dialing 211.

Our mission is to help people find the help they need.

Position: The Information and Referral Specialist assesses the needs of the people who contact our helpline and connects them to information on the nonprofit and government agencies offering assistance in Orange County, such as shelters, transitional housing programs, food pantries, counseling services, and community clinics. All Information & Referral Specialists participate in comprehensive training to enhance assessment, database navigation, and referral provision skills.

Status: Part-Time, Non-Exempt
Wage: $13.00/hour
Reports to: Program Supervisor
Supervises: None

Work Schedule: Must be able to commit to working a minimum of 20 hours per week, including weekdays, evenings, and weekends. Schedule may change as needed, and flexibility is required.

Education/Experience:
- High school diploma required; bachelor’s degree preferred.
- A minimum of one year of employment or volunteer experience in the health or human service fields strongly preferred.
- Prior experience providing information and referral or case management services or related experience in the human service field is desirable.

Required Skills:
- Bilingual (English and Spanish or English and Vietnamese – verbal and written)
- Strong basic computer skills (typing, data entry, searching)
- Professional communication skills (verbal and written)
- Ability to maintain a calm and sensitive demeanor during crises and high-stress conversations
- Active listening and assessment skills

Primary Duties:
- Provide information and referral services to clients contacting 2-1-1 OC. Current contact methods are phone, email, and in-person at outreaches or scheduled appointments, but contact methods may expand to include, for example, live chat.
- Assess clients’ stated and unstated needs during interactions.
- Show empathy for clients’ situations.
- Educate clients on available services and ensure client eligibility before referring programs whenever possible.
- Empower clients to pursue the services they feel are most appropriate for their situations.
• De-escalate upset clients and intervene during crises and/or situations of abuse.
• Respond quickly, thoroughly, and professionally to urgent and/or crisis situations, including but not limited to suicide, child abuse, and domestic violence.
• Troubleshoot unavailability of services through familiarity with the resources available in Orange County, expert navigation of the 2-1-1 OC resource database, and teamwork with other I&R Specialists, management, and the Resource Department.
• Assist clients in problem-solving when no services are available which can meet their needs.
• Perform thorough intakes on clients and accurately report data.
• Follow up with clients to ensure they received needed services and to track information on service provision in Orange County.
• Perform other duties as assigned.

Secondary Duties:
• Support teammates in I&R provision when they need or request assistance.
• Advocate on behalf of clients who have been denied services.
• Assist in updating and maintaining the 2-1-1 OC Resource Database as assigned.
• Lead team-building activities as assigned.
• Troubleshoot basic technological failures.
• Perform other duties as assigned.

Physical Activity: In the course of performing this job, the incumbent typically spends time sitting, walking, standing, listening, speaking, writing, and operating a personal computer. May be required to drive an automobile or use public transportation to attend meetings within the community. He or she 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 to perform essential duties of the job.

To Apply: Please send your résumé and a cover letter expressing your interest in the position and detailing the experiences and skills that make you a good fit for the position to opportunities@211oc.org.

2-1-1 Orange County is an Equal Opportunity Employer