



## **2-1-1 SACRAMENTO NEEDS VOLUNTEERS AND INTERNS**

***“Help Our Callers Find the Resources They Need”***

**Position: Information and Referral Specialist**

### **VOLUNTEER BENEFITS:**

- Learn about community resources
- Develop new skills, including client assessment
- Gain customer service experience
- Improve computer and administrative skills
- Make a difference in the community
- Earn academic credit

### **VOLUNTEER DUTIES:**

- Link callers with social service programs using computerized, comprehensive database
- Collect and record demographic data on callers
- Communicate with people of diverse social, ethnic and economic backgrounds
- Use bilingual skills, if applicable

### **TRAINING AND OTHER VOLUNTEER BENEFITS:**

- An interest in helping others
- Excellent communication skills
- Basic computer skills
- At least 4 hours/week for six months or equivalent
- Bilingual skills (a plus, but not required)

***If you have any questions or wish to discuss volunteer opportunities, please contact Laurie Simon at (916) 447-7063, ext. 312, or email [laurie.simon@211sacramento.org](mailto:laurie.simon@211sacramento.org).***





find help here

## **2-1-1 SACRAMENTO NEEDS VOLUNTEERS**

***“Help Our Callers Find the Resources They Need”***

**Position: Database Specialist**

### **Volunteer Benefits:**

- Learn about community resources
- Develop new skills (databases, spreadsheets, style guide use)
- Improve computer and administrative skills
- Make a difference in the community
- Earn academic credit

### **Volunteer Duties:**

- Enter new and updated database information about community resources
- Perform clerical tasks including word processing, duplicating, fax and telephone contacting, and mail preparing
- Help gather special topic information using internet browser
- Help survey community or validate information about resource information
- Help prepare community resource lists and handouts
- Help review or proof database data, printed material, and webpages for accuracy and function

### **Volunteer Requirements:**

- Accurate data entry and word processing skills
- Attention to detail and accuracy
- Reading comprehension skills
- English grammar and spelling skills
- Basic computer knowledge and skills
- At least 4 hours/week for six months or equivalent

***If you have any questions or wish to discuss volunteer opportunities, please contact Laurie Simon at (916) 447-7063, ext. 312, or email [laurie.simon@211sacramento.org](mailto:laurie.simon@211sacramento.org).***