 

**Job Posting**

**Position Title:** Full Time-Permanent, Information, and Referral Specialist

**Department:** 2-1-1 North Texas Area Information Center (NTAIC)

**Reports To:** Call Center Manager

**GENERAL SUMMARY:**

With limited supervision, is responsible and accountable for delivering quality, professional information, referral, and consultation on health and human services to individuals in need of assistance, and performs tasks related to information and referral projects*.*  Requires proficiency in the use of computers and associated telephony; ability to navigate complex referral database essential. Must be able to read and write English; fluency in a second language is desirable.

**ESSENTIAL JOB FUNCTIONS:**

* Receives English and/or other languages incoming 2-1-1 / Helpline calls, assesses clients’ needs, and makes appropriate referrals to social service agencies, programs, and services. Keeps up-to-date, accurate records on all calls and follow-up on cases according to established protocols.
* Performs other duties as assigned.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

* One year experience in a human services position.
* Demonstrated evidence of interviewing, assessment, and problem-solving skills.
* Effective verbal and written communication skills.
* Ability to use call center telephony equipment to answer incoming calls.
* Ability to use the computer to complete job functions.
* Must be able to read, write and speak English.
* Proficient in a foreign language, particularly Spanish, is desirable.
* Ability to preserve confidential information.
* Ability to foster a workable, effective, and productive relationship with other staff, administration, volunteers, agencies, and clients.
* Ability to adapt to a changing caseload while maintaining standards of high quality.
* Ability to work effectively as a team member and provide assistance to other staff members willingly.

**EDUCATION AND EXPERIENCE:**

A bachelor’s degree in social work or a related field from an accredited institution or a high school diploma with significant related social service experience is *preferred,* however, *not* required. Call Center experience preferred.

**STARTING SALARY:**

$16/hr.

**SCHEDULE:**

M-F 8:30am-5pm

**Please send resume to:**

**Patricia Daughtery, Director of 211**

[**pdaughtery@ntauw.org**](mailto:pdaughtery@ntauw.org)