

## 2-1-1 Tampa Bay Cares, Inc. Volunteer Position Description

- Position Title:** Senior Hopeline Phone Ambassador
- Department:** Contact Center
- Reports To:** Contact Center individual and Crisis Supervisor or Family Services Supervisor
- Purpose:** This position provides outbound telephone reassurance and information to vulnerable seniors who have previously called into our 2-1-1 contact center for assistance.
- Tasks:** Place outgoing 2-1-1 phone calls to seniors who previously called into 2-1-1 and provide telephone reassurance or information.

**Qualifications:**

- Ability to write legibly
- Ability to communicate verbally clearly in a non-judgmental manner
- Ability to use an iPhone

**Requirements:**

- Must be 18 years of age
- Must complete pre-volunteer testing prior to your volunteer date

**Volunteer Training:**

- Must complete the 3 training exercise requirements prior to the day you will volunteer
- 45 minute training on day of volunteer opportunity

**Time Commitment:**

- Must arrive on time
- Required to complete one 4 hr shift

**Benefits:**

- Opportunity to gain experience in a call center environment
- Provide hope to others seeking information and referral



2-1-1 Tampa Bay Cares is a non-profit agency which provides the only free, confidential, multi-lingual, 24-hr/7 hotline by dialing 2-1-1 in Pinellas and Hernando Counties. 2-1-1 connects individuals, families and employees to information about critical health and human services and crisis intervention information available in their community.