

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

Position Title: Follow Up Ambassador

Department: Contact Center

Reports To: Contact Center Manager

Purpose: Place follow up calls to callers from Pinellas and Hernando counties with the objective of collecting data about effectiveness of services in these counties.

Tasks:

- Using our database, call clients who agreed on receiving a follow up call
- Ask questions about their experience with services that were referred to the client
- Enter data in the database system
- Eventually advocate for callers with other agencies

Qualifications:

- Background in Social Services
- Good communication skills
- Accurate typist
- Analytical
- Pro-active
- Applicants who will receive college credit are preferred.

Training:

- 2-1-1 Orientation/Training
- Project specific training (process to contact clients, using our database & phone system.
- Total training is minimum of 15 hours. (training may be split into different sessions.)

Time Commitment:

- Minimum of 8 hours per week (2 days x 4 hrs per day)
- Morning and afternoon shifts available

Benefits:

This volunteer opportunity will enhance knowledge in health and human services as well as how the system operates in different counties.