

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

**Position Title:** Volunteer Resource Assistant

**Department:** Resource Department

**Reports To:** Resource Coordinator

**Purpose:** This position assists the Resource Coordinator with the maintenance of the 2-1-1 database. Ensure excellence in the quality of the information collected, processed and edited.

**Tasks:**

- Assist the Resource Coordinator with updating the 2-1-1 database to meet the needs of 2-1-1 Staff, AIRS, and the community-at-large.
- Assists in verifying and/or updating details in database such as phone numbers, addresses, eligibility criteria, etc. with regards to local and national human service resources to help ensure the accuracy and integrity of the 2-1-1 database.
- Review newspapers, and other materials for data relevant to the database holiday programs & giveaways.
- Will place outbound calls to agency contacts.

**Qualifications:**

- Requires excellent verbal and written communication skills and good interpersonal skills demonstrated through consistent working relationships with fellow employees, phone interchange and demonstrated dependability.
- Requires strong organizational follow up, analytical and problem solving skills
- Requires accurate typing, editing, proof reading and the ability to operate standard office equipment, i.e. copier
- Ability to use an iPhone
- Must have knowledge of computer applications (including database and Microsoft and Google products) and use of the internet.

**Requirements:**

- Must be 18 years of age
- Must complete pre-volunteer testing at interview
- Must be able to pass a level 2 background check

**Volunteer Training:**

- Must complete orientation, confidentiality, diversity, sexual harassment and database training prior to volunteering.

**Time Commitment:**

- Must arrive on time
- Required to complete two 4 hour shifts per week

**Benefits:**

- Opportunity to gain experience in data entry and knowledge of community resources.
- Provide hope to others seeking information and referral