



## **Information & Referral Specialist (paid internship)**

**Objective:** Provide a point of entry for a busy social service agency. Answer agency phones, manage and support visitors, donors, and homeless youth, syringe exchange, and clinic clients. Assist with building security. Provide resource information and referrals.

**Compensation:** \$10/hr, plus \$1000 bonus upon completion of 500 hours.

**Duration:** Approx. 6 months.

### **Responsibilities:**

- Greet visitors and direct them to their desired destinations.
- Answer multi-line phone; transfer and direct calls.
- Utilize and update referral binder; utilize internet referral resources.
- Receive and route deliveries for staff and residents.
- Receive mail and notify Support Services Assistant of its arrival.
- Maintain an environment conducive to patient comfort and confidentiality.
- Monitor agency public spaces, including lobby, courtyard, restrooms and building exterior.
- De-escalate angry or agitated clients.
- Debrief incidents with other staff involved.
- Walk through and secure all areas at the close of the business day.
- Attend meetings and trainings as required.
- Create and cancel some medical appointments for clients.
- Client check-in.

### **Qualifications:**

- Experience with street youth and homeless adults.
- Strong reception skills.
- Able to handle multiple tasks and volatile situations.
- Good organizational skills.
- Excellent problem solving skills.
- Willingness and ability to learn quickly and adapt to a variety of situations.
- Excellent communication and interpersonal skills, appreciation for ethnic, racial and sexual diversity, strong cultural competence and sensitivity in working with diverse populations.
- Able to work independently and as a member of a team.
- Spanish/English fluency preferred.