



United Way of the Bay Area



# 2-1-1 / HELPLINK Volunteer Application

## Your information

Date: \_\_\_\_\_

Name: \_\_\_\_\_ Phone: (Day) \_\_\_\_\_ (Evening) \_\_\_\_\_

Phone: (Cell) \_\_\_\_\_ Email Address: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ Zip: \_\_\_\_\_

Emergency Contact: \_\_\_\_\_ Emergency Contact Phone: \_\_\_\_\_

Please list any languages (other than English) that you speak: \_\_\_\_\_

Current Occupation: \_\_\_\_\_ Employer: \_\_\_\_\_

Retired: \_\_\_\_\_ Unemployed: \_\_\_\_\_ Time/Day you will be available to volunteer: \_\_\_\_\_

What volunteer orientation would you like to attend?:    Fall    Winter    Spring    Summer

## Your Interests

Which 2-1-1/HELPLINK volunteer position(s) interests you?

- Information & Referral Specialist (Answering 2-1-1 HELPLINK client calls)
- Directory Resource Specialist (Contacting agencies to updated our databases)
- Office Assistant (Providing clerical support to 2-1-1/HELPLINK staff)
- 2-1-1 / HELPLINK Disaster Volunteer (Prepared and trained to answer calls during a disaster)
- Any

## Your Experience

Current/Previous volunteer work: \_\_\_\_\_

How long did you volunteer?: \_\_\_\_\_ Reason for leaving: \_\_\_\_\_

Employment History (Describe briefly):

Describe any experience you have that is relevant to your volunteer preference:

What life/work experience do you have that will help you be a successful 2-1-1 / HELPLINK volunteer?

What did you enjoy about your previous volunteer work?:

## Your Confirmation

References (please list two):

1. \_\_\_\_\_  
Name Address Phone
2. \_\_\_\_\_  
Name Address Phone

Applicants should possess the ability to read printed resources on a computer, in books or other printed materials. Applicants should possess the ability to use a telephone to communicate with clients. Applicants must be fluent in English (including speaking, writing, and comprehending). This includes the ability to establish a relationship with our callers, identify their problems, reflect their feelings, and explore alternatives.

I agree that all of the above responses are true and accurate to the best of my knowledge.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## About Volunteering

### Why volunteer for 2-1-1 / HELPLINK?

- Gain valuable information and referral skills
- Expand your knowledge of community resources
- Learn advanced communication skills
- Enhance your interpersonal skills
- Meet a variety of new people
- Develop networking opportunities
- Professional training program
- No previous experience necessary
- Training offered 3 times a year
- Training Sessions
- Flexible schedule when volunteering
- Help your Bay Area community: 2-1-1 / HELPLINK relies on the dedication of our volunteers to enable us to keep our call center fully staffed.

### Commitment

- Minimum 8 hours a week (during office hours, M-F, 9-5) with 200 hours or six-month commitment
- Attend trainings (Twelve hours professional training and extensive on-the-job training)

## Contact Information

United Way of the Bay Area  
2-1-1 / HELPLINK (Volunteer Coordinator)  
221 Main Street, Suite 300  
San Francisco, CA 94105  
415-808-4300

## Staff Use Only

Training Date: \_\_\_\_\_ Interview: \_\_\_\_\_

Assignment: \_\_\_\_\_