



NJ 211 Welcomes Volunteers

NJ 211 is a statewide, nonprofit, that provides an information and referral service for life's most basic needs including food, housing, utility assistance, healthcare and more. We are available 24/7 via phone, text, chat and email.

In addition, NJ 211 serves the state during times of emergency by disseminating vital information to the public. Most recently, NJ 211 has been activated to provide this service for general information inquiries related to COVID-19 in New Jersey. NJ Poison Control is handling inquiries related to medical questions related to COVID-19 which require a health care professional.

How can you help?

Handle texts, chats, emails and live calls related to general information about COVID-19

Minimum requirements:

- Laptop/Computer and internet connection using Chrome browser
- Quiet space without distractions where you can focus
- Empathy, good communication skills, patience and calm demeanor. Callers are stressed, scared, and frustrated. It takes a special set of skills to handle these types of inquiries.
- Confident technology/computer skills – every inquiry is recorded in a client management system; website and database searches also performed.

What do you need to answer text/chat and email?

- Minimum commitment of 4 hours a day and 2 days a week

What do you need to answer live calls?

- **All of the above PLUS**
- Headset with microphone
- Hard wired internet connection

Interested? Qualified? Here are the next steps:

1. Complete the attached [form](#).
2. Receive a follow-up email regarding an internet connection test.
3. If the connectivity is sufficient, we will provide you a confidentiality agreement. All calls/inquiries are confidential and you need to sign and comply with this agreement.
4. Virtual training will be scheduled. This includes an overview of COVID-19 in NJ, Script, Resources and how to search for information and how to create a record for each inquiry.
5. Schedule will follow along, with monitoring and ongoing support will follow.