

OVERVIEW

1. What is United Way 2-1-1?

United Way 2-1-1 is a free, 24/7, 365-day information and referral service line, available to all residents across Lucas, Wood and Ottawa County for any health and human service needs. This is an unparalleled resource utilized by both individuals and agencies to refer and direct people in need to the programs and services that can help improve their lives. Individuals may access this service via phone, text, or chat, and receive referrals to over 1,000 different agencies who administer over 5,000 programs throughout our three-county footprint.

2. Internship Overview

During your semester-long experience with United Way 2-1-1, you will gain a deep understanding of the functions of 2-1-1, national best practices across the network, and locally specific needs and challenges within the health & human services sector. You will work closely with the 2-1-1 team to understand their day-to-day duties and needs to deliver information and referral services. Much of this internship will be research-based as United Way explores new opportunities with 2-1-1 through service-delivery, contracted services, and new partnerships.

Desired Competencies and Day-to-Day Work

College or university student in good academic standing, preferably a Junior (third year / fourth year) or Senior (fourth year / fifth year), with an interest in any of the following spaces: health & human services, nonprofit management, community data collection and analysis, or social work. Must possess a valid driver's license and have access to a dependable vehicle. This is a non-paid internship, however ***travel expenses for job tasks can be reimbursed.***

United Way of Greater Toledo is in operation from 8:30 a.m. – 5:00 p.m., Monday through Friday. Specific days in the office and hours worked are flexible, based on the student's class schedule. ***You will be expected to work, at maximum, 20 hours per week.***

Competencies:

- Prior knowledge and use of Microsoft Office and Google Drive desired
- Ability to communicate effectively and articulate problem statements and solutions
- Ability to work both as a member of a team and independently
- Strong problem-solving skills with a demonstrated background or interest in creating new, effective solutions and processes
- Comfortable working daily with a computer to complete work

3. Scope of Work

Please see examples below of some project areas that may be included in your scope of work.

Special Project Research

- Gathering community data and information to better understand the current landscape of a local issue or program
- Meet with community organizations to learn more about service gaps or issues in delivering programming
- Proposing recommendations / solutions to internal 2-1-1 team and developing strategies for implementation

Database Updates

- Assisting database specialists in capturing accurate information in community resource database
- Exploring new programs and partnerships to enhance programs and services listed in database
- Researching new and effective ways to present database information
 - Gathering feedback from community agencies
 - Gathering feedback from clients / users

Outreach Initiatives

- Attending community resource fairs to promote the use of 2-1-1 throughout the community
- Research new tactics for engaging with clients or agency specialists
- Promoting community 2-1-1 trainings and exploring target audiences for new outreach initiatives
- Collect information on best tactics to engage with specific groups, identify specific needs of target audiences
 - Develop strategies and implementation recommendations for increasing 2-1-1 awareness within target audiences

4. Timeline to Apply

Applications are accepted on a rolling basis. Please send your resume and statement of interest to Jill Bunge, Director of Community Impact, at jill.bunge@unitedwaytoledo.org.

5. Questions?

If you have additional questions about anything presented above, please call United Way at 419-248-2424 and ask for Jill Bunge.

We are an Equal Opportunity Employer

THANK YOU