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United Way of Northeast Florida

Position Description

# Position Title: 211 Resource Database Manager

**Department: Community Impact/211**

**Reports to: Director, 211**

**Reviewed: October 2020 FLSA Status: Exempt**

Position is Grant Funded

***Vision and Mission*:**

At United Way of Northeast Florida, we envision a community of opportunity where everyone has hope and can reach their full potential. Our mission is to solve our community’s toughest challenges by connecting people, resources and ideas**.**

Diversity, Equity and Inclusion is not only valued and demonstrated in our hiring practices, it is a fundamental part of our mission throughout our organization and the communities we serve.

***Purpose of Position***:

## The 211 Resource Development Manager (RDM) plays a critical role in curating and maintaining the community database used by 211 Center Specialists, Veteran coordinators, and the broader community for information and referral purposes, particularly related to basic needs and veteran specific services. The RDM analyzes the needs of the United Way of Northeast Florida 211’s community resource database in accordance with guidance from the director and in compliance with the accreditation standards of the Alliance for Information and Referral Services (AIRS). The RDM is responsible for the collection, coding, organization, reporting and maintenance of data.

***Key Responsibilities and Essential Functions***:

* Responsible for maintaining a current, comprehensive, computerized inventory of nonprofit, charitable and government organizations in an assigned 211 service area and structured in accordance to policy and procedures
* Surveys agencies in the 211 database at regular intervals but at least annually
* As needed, conducts interviews with appropriate contact agency persons, asks clarifying questions in a concise manner, and remains courteous and professional throughout process
* Reviews current agency information for completeness and accuracy prior to conducting annual survey and updates profiles as needed
* Prepares well-written narrative descriptions that accurately summarize agencies’ program and index the services using the AIRS/Info LineTaxonomy of Human Services, and ensures database is structured in accordance with AIRS, local style guide, and industry best practice
* Maintains an audit trail for each organization that shows number of attempts to update, who completed updates and when updates were successfully completed
* Provides accurate and timely reports to director and other stakeholders on both a regular and an as-needed basis from resource database and telephony systems
* Respects and maintain client confidentiality; follows all agency and program guidelines
* Demonstrates a desire to improve with active and open participation in quality assurance program and ongoing process improvement initiatives
* Completes required initial and ongoing training as needed
* Possible future supervision of 211/veteran staff members
* Performs other duties as assigned by the supervisory team

***Experience / Position Requirements*:**

* U.S. veteran of a branch of the United States Military Forces including the Coast Guard and National Guard (retired or reservist)
* Copy of DD-214 required as proof of military service
* Ability to pass Level II DCF background screening
* Must successfully complete AIRS Certified Resource Specialist (CRS) exam within 12 months of eligibility
* Bachelor’s degree desired
* Proficiency utilizing MS Office Suite, specifically Excel and database software package, phones, various software programs and resource files
* Ability to prioritize and quickly switch between projects
* Must have a high attention to detail; concern for accuracy
* Must have good decision making and judgement skills
* Self-starter; demonstrated ability to work independently and within teams, meet deadlines and manage projects effectively
* Ability to work with minimal supervision in a fast-paced environment
* Ability to work and communicate with internal and external customers in a professional, friendly and cooperative manner
* Must be flexible and willing to embrace change
* Proficient in oral and written communication skills
* Ability to work effectively under stress and maintain productivity and composure under pressure
1. Flexibility to work variable shifts within a remote environment
2. Overtime as assigned

***Professional Core Competencies Required***:

* Mission Focused: Creates real social change that leads to better lives and healthier communities. This drives performance and professional motivations.
* Relationship Oriented: Places people before process and is astute in cultivating and managing relationships toward a common goal.
* Collaborator (Includes teamwork and communication): Understands the roles and contributions of all sectors of the community and can mobilize resources (financial & human) through meaningful engagement. Strong supporter of a team environment.
* Results Driven: Dedicates efforts to shared and measurable goals for the common good; creating, resourcing, scaling and leveraging strategies and innovations for broad investment and impact.
* Brand Steward: Understands role in growing and protecting the reputation and results of the greater network.

***General Physical Requirements for Essential Functions of the Job:***

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job the employee is regularly required to sit, talk, and/or hear. Continual use of the hands with wrist and finger movement using a keyboard is required*.* Specific vision abilities required by this job include long hours viewing a computer monitor screen. The employee may occasionally travel using personal vehicle and/or work outside normal office environment.

*This description is not designed to contain a comprehensive inventory of all responsibilities and qualifications required of all team members assigned to this position. It is intended only to describe the key elements relative to each section. Also, duties and/or requirements of this position may be modified, added or deleted at any time. This supersedes all descriptions previously written for the same position. Unique equivalent skills and experience may possibly substitute for required position requirements.*

*United Way of Northeast Florida is an Equal Opportunity Employer and a Drug Free Work Environment.*