

United Way of Northeast Florida

Position Description

# Position Title: 2-1-1 Resource Specialist – MYFLVET

**Department: Community Impact**

**Reports to: Head of Basic Needs**

**Reviewed: 2/19/19 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**.**

## *Purpose of Position*:

The 2-1-1 Resource Specialist develops and administers the processes for strengthening and maintaining the 2-1-1 community database by working closely with community based and veteran-focused organizations to add and maintain programs via targeted outreach and vetting of existing records. With more than 350,000 active duty, veterans and family members throughout Northeast Florida, the needs of this significant population are many and diverse. The 2-1-1 Resource Specialist will work with Call Center Specialists to identify gaps and needs in available resources and will independently research existing resources and coordinate targeted external outreach.

MYFLVET is a statewide network of 2-1-1 providers that offer information & referral services and care coordination (case management) for veterans and/or their family members. The 2-1-1 program is a free and confidential information and referral hotline. Call Center Specialists are available 24 hours a day and 7 days a week. 2-1-1 receives nearly 100,000 calls annually and refers callers to community programs and services. The top needs of callers include housing, food, mental health and legal assistance. Having a comprehensive and accurate database of providers and resources is a critical first step in ensuring 2-1-1’s ability to provide meaningful and complete referrals for veterans and their family members.

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

Under general supervision in a call-center environment, the Resource Specialist monitors and evaluates the quality of community resource information contained in the United Way 2-1-1 resource database. The position provides information and support to the Information and Referral service of the United Way 2-1-1 operation through data gathering, creating relationships with and sending out annual solicitations to all agencies contained in the database and data input into the database software. This position also has back-up duties as a Call Center Specialist in the United Way 2-1-1 call center. Call Center Specialists are responsible for caller and client response, problem assessment, and information and referral. Supports and adheres to AIRS standards.

Duties & Responsibilities

* Researches and consults with various community organizations, agencies, data partners, stakeholders, individuals, or government entities to identify and gather suitable resources for inclusion in community service databases
* Database management and maintenance
* Creates, enters, or updates records in databases
* Initiates recommendations for, and assists in the implementation of, improvements to various manual and automated systems
* Builds rapport and provides support for data partners and organizations in the database
* Generates and creates reports from the database
  + Assists with the instruction and direction of new staff and volunteers
  + Keeps staff and stakeholders informed about data
  + Contributes to personal development by participating in conferences and other training processes including the informal sharing of skills and knowledge: maintains current awareness of professional literature and techniques, and trends in social services and I&R
* Attain certification as a Recovery Peer Specialist within 18 months of hire
* Actively implement the values, philosophy and standards of the Recovery Peer Specialist
* Demonstrate competency in the field of peer recovery

• Model relationship building, based on the tenets of peer support, with callers, volunteers and coworkers

• Model the attributes of respect, trust, sensitivity and confidentiality to callers, volunteers and coworkers

* Actively participate in ongoing supervision, training and team meetings
  + Other duties as required to meet organizational or department needs

***Experience / Position Requirements*:**

* High school diploma or equivalent is required
  + - * 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
      * Paid, or unpaid, peer support experience is a plus. Certified Peer Specialist - Veteran a plus
      * Knowledge and understanding of community, social and human services field in Northeast Florida
      * Knowledge of national classification standards (AIRS/INFO LINE Taxonomy) is a plus
* Advanced research skills
* Strong database management skills and related applications: including report generation, directory databases and classification systems
* Strong communications skills (written, interpersonal, documentation, listening, and presenting)
* Ability to work with speed, accuracy and consistency to tight deadlines
* Advanced organizational and time management skills
* Strong analytical skills; very detail oriented
* Strong collaboration and relationship building skills
* Advanced computer skills (e.g. Microsoft applications, Internet research)
* Able to work independently, prioritize, and take initiative

***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.*