

United Way of Northeast Florida

Position Description

# Position Title: 211 Resource Specialist

**Department: 211/Community Impact**

**Reports to: 211 Resource Database Manager**

**Reviewed: April 2022 FLSA Status: Nonexempt**

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

 ***Essential Functions:***

* Maintain a current, comprehensive, computerized inventory of nonprofit, charitable and government organizations in an assigned 211 service area structured in accordance to policy and procedure.
* Update agency profiles in the 211 database at regular intervals but at least annually.
* Review current provider agency information for completeness and accuracy, correct formatting, grammatical errors, and duplicate entries prior to conducting annual survey.
* Prospect new resources for inclusion in the database, and upon approval, create new profiles and enters pertinent data in accordance with local style guide.
* Index agency services using the AIRS/Info Line Taxonomy of Human Services, and ensure database is structured in accordance with AIRS, the local style guide, and industry best practice.
* Maintain an audit trail for each organization that shows the number of attempts to update, who completed the updates, and when the updates were successfully completed.
* Document all system updates, changes in contact information, profile merges, and other daily activities for tracking and quality assurance purposes.
* Assist in development, creation, and implementation of client intake forms.
* Respect and maintain client confidentiality; follow all agency and program guidelines.
* Demonstrate a desire to improve with active and open participation in quality assurance program and ongoing process improvement initiatives.
* Complete required initial and ongoing training as needed.
* Perform other duties as assigned.

***Experience/Position Requirements*:**

* High school diploma or GED required
* Previous proficient experience learning and working with new technologies a plus
* Must be able to pass and maintain Level II DCF background screening
* Must successfully complete AIRS Certified Resource Specialist (CRS) exam within 18 months of eligibility
* Proficiency utilizing MS word, MS Excel and database software package, phones, various software programs and resource files
* Experience in database navigation, ServicePoint or other Information and Referral software experience preferred.
* Understanding of hierarchical classification schemes (such as AIRS or the Dewey Decimal System)
* Ability to prioritize and quickly switch between projects
* Understand, enforce, and adhere to specific regulations as required for organization certification, including, but not limited to, Inclusion/Exclusion policy and AIRS and AAS requirements and standards.
* Must have a high attention to detail; concern for accuracy
* Self-starter; demonstrated ability to work independently and within teams, meet deadlines and navigate project timelines effectively
* Commitment and ability to work with internal and external customers in a friendly, cooperative and professional manner
* Flexibility and willingness to embrace change
* Proficiency in oral and written communication skills
* Comfort with diverse populations are essential
* Ability to work effectively under stress and maintain productivity and composure under pressure
* Comfortable working in a fast-paced environment
* Ability to use good judgment and assessment techniques

***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.

UWNEFL reserves the right to adjust work location. This position is currently remote due to COVID-19. Business needs will determine future work location.

*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.*