

United Way
St. Croix Valley



JOB TITLE: 2-1-1 Information & Referral Specialist

REPORTS TO: Executive Director

STATUS: Part Time

FUNCTION: Serve as a primary information specialist, connecting clients to the best resources for their questions. Manage the volunteer line operation program. Serve as the primary liaison staff person with after-hours provider. Coordinate specialized programs and projects. Provide program support in areas of assigned responsibilities.

DUTIES AND RESPONSIBILITIES

- Interview callers to explore, assess and refer them to an appropriate resource through the use of computerized resource files, online information, and reference materials. When necessary, gather information or make conference calls on behalf of the caller. Conduct follow-up interviews on selected calls and document outcomes. Offer alternative solutions to callers when services are unavailable.
- Provide data collection by recording caller's service needs and unmet needs.
- Oversee the chronic client log.
- Maintain and manage training materials related to line operations, including the Information & Referral Training Manual.
- Serve as the staff liaison with after-hours provider Impact 2-1-1. Work closely to maintain quality service and improve efficiency and communication. Handle day-to-day and routine activities including but not limited to ongoing communication regarding program updates, changes, etc; daily review of call logs and follow up if needed; call transfer activation and deactivation; provide ongoing education and training necessary for maintaining consistent, quality service.
- Manage the volunteer information specialist program:
 - o Assume primary responsibility for interviewing, training, supervision, and recognition of volunteers. Recruitment of volunteers is a shared responsibility with Community Impact Director.
 - o Serve as the primary staff liaison for all volunteer communication, including communicating pertinent information critical to ensuring quality of service.

-Assist in maintaining the resource database for 3 county service area. Analyze, collect, research, confirm, catalog, and maintain accurate and up-to-date agency and program information. Glean information and learn about community services through print materials, email communication, telephone interviews, websites, etc.

- Assist with information management: work with resource staff on maintaining vertical

- Assist with information gathering, promotion, and special projects, as requested by executive director.

- Assist with responding to program inquiries and report technology issues to appropriate person when executive director is not available.

- Attend 2-1-1 and United Way staff meeting as needed.

JOB REQUIREMENTS

- Four-year degree in social services or related field preferred, or equivalent experience

- Demonstrated interpersonal skills including: one-to-one listening and interviewing skills; ability to determine client needs, identify referral choices, and deal with stressful situations.

- Self-motivation, dependability, concern about providing quality service, and ability to manage multiple duties independently including setting priorities and focusing on critical activities.

- Excellent communication skills, including strong oral and written skills and an ability to work with and train a wide variety of volunteers.

- Knowledge of the social service delivery system and willingness and ability to learn about community resources.

- Research skills in locating appropriate referrals.

- Ability to recognize and deal with crisis situations.

- Passion for finding creative solutions for people in need.

- Computer and typing skills.

- Positive attitude, ability to adapt to changing environment, and a team player.

TIME REQUIRED

20 - 25 hours per week, during office hours, 8:30am – 4:30pm.

Please submit resume and cover letter to Ann Searles, Executive Director at ann.searles@unitedwaystcroix.org by February 24, 2019.