



Job Description

Job Title: 2-1-1 Director – United Way of Greater Toledo
Department: 2-1-1
Reports To: CEO, Gryphon Place
Job Status: Permanent, Full-time
Date Prepared: March 2019
Date Reviewed:

STATEMENT OF THE JOB

Provides supervision and leadership to the United Way of Greater Toledo 2-1-1 program staff. Responsible for United Way of Greater Toledo 2-1-1 programs service delivery, quality assurance, development and training. Serves as the Community Liaison for the 2-1-1 program serving Lucas, Wood, and Ottawa Counties

ESSENTIAL FUNCTIONS

Management

- Provides leadership and supervision for Community Resource Advisors (call navigators) in the Toledo service area
- Responsible for coaching, monitoring and evaluation of multiple full-time 2-1-1 staff
- Assigns contact center staffing duties and responsibilities
- Provides database training for staff
- Maintains all legal requirements for confidentiality of client records
- Maintains and promotes a positive working relationship with staff and United Way employees
- Provides prompt responses regarding communication with colleagues and staff
- Works with United Way and community partners in times of disaster
- Coordinates with United Way and community partners to respond to emergent community needs

Outreach

- Serves as a liaison between United Way and 2-1-1 in the community
- Attends local coalitions and partnership meetings
- Collaborates with United Way staff to meet the goals and strategies of the 2-1-1 program
- Engages and coordinates outreach events and opportunities

Resource database

- Completes urgent resource data corrections
- Provides community resource engagement
- Monitors community media (print or internet) for new services, programs and agencies

Reporting

- Serves as a liaison to United Way for reporting requests
- Generates and reviews metric reports for quality assurance and forecasting purposes
- Generates and reviews data for quality assurance and to address community needs
- Assists with ad hoc 2-1-1 reports including based on United Way and community needs

QUALIFICATIONS AND EXPERIENCE

- Bachelor’s Degree in social service or related fields
- Supervisory experience preferred
- Successful completion of (within 12 months of employment):
 - Alliance of Information & Referral Systems, Inc. certification program for Resource Specialist and Information & Referral Specialists

KNOWLEDGE/SKILLS/ABILITIES

- Ability to think logically and communicate effectively
- Good organizational and record keeping skills required
- Ability to organize and prioritize job assignments
- Attention to detail and ability to handle multiple tasks
- Clear and effective communication skills
- Must have expert level knowledge of and experience with computer systems (spreadsheet/data entry/word processing) and technologies, as well as a commitment toward continuing education to maintain pace with technological advances within the field for information and referral and other program application database management
- Resourceful and knowledgeable about community resources
- Ability to complete assignments on time and stay on task with minimal direction.
- Ability to work independently and exercise good judgment
- Ability to work evenings and weekends on occasion
- Other duties as assigned

PHYSICAL REQUIREMENTS

- This position is required to work out of United Way of Greater Toledo.
- This is largely a sedentary role; however, some filing and other clerical tasks are required. This would require the ability to lift, bend, twist or stand as necessary as well as require the ability to lift at least 20lbs.

Send Resume & Cover letter by April 17th to:

Lisa Harden, Human Resources Director at Gryphon Place: LHarden@gryphon.org

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbents in this position. Employee(s) will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments.

This document does not create an employment contract, implied or otherwise, other than an “at-will” relationship.

EMPLOYEE SIGNATURE:	DATE:
CEO SIGNATURE:	DATE: