



Job Description

Job Title: Community Resource Advisor/Resource Specialist
Department: 2-1-1
Reports To: 2-1-1 Director
Job Status: Permanent, Part-time, Hourly and Non-exempt
Date Prepared: April 2019
Date Reviewed:

STATEMENT OF THE JOB:

Provides information and referral services by phone and electronically to the public and community professionals and ensures the accuracy and completeness of the 2-1-1 database.

ESSENTIAL FUNCTIONS:

- Interviews inquirer, conducts a thorough assessment of needs and identifies resources
- Advocates for the inquirer, when necessary, to assist in contacting and utilizing resources.
- Conducts follow-up to ensure that the inquirer's needs have been met.
- Uses crisis management techniques in accordance with agency procedures.
- Maintains complete and accurate documentation.
- Completes all required initial and ongoing training.
- Assists with community outreach activities as assigned by the management team.
- Maintains all legal requirements for confidentiality of client records
- Assists in updating and maintaining the 2-1-1 database adhering to database standards
- Assists agencies seeking inclusion in the 2-1-1 database, adhering to inclusion processes
- Monitors community media (print or internet) for new services, programs and agencies

QUALIFICATIONS AND EXPERIENCE:

- Associate/Bachelor degree in Social Work or related field, or a combination of a high school degree and minimum of 2 years professional experience in the human services field.
- Experience responding to people in crisis desired
- Completes training all initial and on-going trainings including presentations, independent study, and coaching.
- Willingness and ability to meet AIRS (Alliance of Information & Referral Systems, Inc.) certification standards.

KNOWLEDGE / SKILLS / ABILITIES:

- Ability to work independently with minimal supervision
- Excellent verbal and written communication skills
- Strong customer service skills necessary
- A team-player and a positive attitude are necessary
- Well-developed interpersonal skills
- Ability to build and maintain relationships with a diverse population
- Knowledge of human service delivery systems
- Responds in a professional, nonjudgmental manner when interacting with all populations.
- Utilizes de-escalation techniques as needed.
- Other duties as assigned

SCHEDULE:

Requires working outside of normal business hours to include on-call, nights, weekends, or holidays.

ADDITIONAL REQUIREMENTS:

- This position requires independent work from home
- This is largely a sedentary role; however, some filing and other tasks are required.

Send Resume & Cover letter by April 30th 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: