

Family Resource and Referral Center Job Description

Job Title: Community Resource Specialist -211- Phone
Reports To: 211 Program Supervisor
FLSA Status: Non-Exempt
Grade Level: 03
Prepared Date: June 2020

Family Resource and Referral Center (FRRC) employee responsibilities include becoming familiar with all programs operated by FRRC. Each employee will understand the funding terms and conditions of his/her program or position.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

Perform the tasks of a phone specialist, with the primary responsibility of providing timely, helpful, accurate and appropriate information and referrals to users of the 2-1-1 San Joaquin Call Center services.

Perform all operator duties, including: answering and forwarding telephone calls, researching referral resources, receiving and sending emails.

Handle all types of calls, following established 2-1-1 San Joaquin policies and procedures and Alliance of Information and Referral Systems (AIRS) standards.

Conduct assessments by phone and facilitate referrals in an empathetic, client-centered and compassionate manner.

Enter and maintain client data in the database, ensuring accuracy of information.

Acquire and maintain a high level of familiarity with the 2-1-1 I&R database, and community organizations whose services are listed in the database.

Assist in resource data entry, ensuring accuracy of information and assignment of appropriate AIRS Taxonomy codes to all entries in the database.

Demonstrate readiness for routine verification, audits and observation (announced or unannounced) to test compliance with 2-1-1 San Joaquin policies and procedures, AIRS standards and for staff development purposes.

Promote 2-1-1 San Joaquin I&R services at public events, community meetings and other venues.

Demonstrate a positive attitude and initiative as an enthusiastic team member.

Attend all staff or team meetings and training as required.

Be familiar with processes and procedures of all FRRC programs and software programs.

Collaborate and coordinate with all FRRC Administrators, staff and programs as required.

Will be required to work outside the traditional workday and workweek.

Complete special projects as assigned by Management.

QUALIFICATIONS To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required.

Reasonable accommodations may be made to enable individual to perform essential functions.

Proven leadership ability and experience working in the community with social service agencies

Exemplary communication and customer service skills in dealing with the public

Knowledge of community programs and resources available in San Joaquin County.

Ability to work as a team member and take direction, as well as the ability to take responsibility and make decisions.

Excellent office skills computer knowledge.

Spanish speaking preferred.

Able to read, write and speak English. Able to communicate professionally verbally and in writing.

Able to handle multiple tasks and projects.

Must be able to work flexible work hours/days.

Experience and interest in working with children and families.

Valid drivers license, automobile and proof of insurance.

Must complete drug screen test and background check.

Alliance of Information and Referral Services (AIRS) certification required within first 24 months.

ATTENDANCE IS AN ESSENTIAL FUNCTION OF THIS JOB.

EDUCATION and/or EXPERIENCE

Associate in Arts Degree in child development, liberal studies, human development or social services required or an equivalent combination of education and experience.

Knowledge and experience of database management.

Prior experience working a call center environment a plus.

Our programs are on a yearly contract basis.

APPROVAL SIGNATURES:

Department Director: _____

Date: _____

Executive Director: _____

Date: _____

Human Resources Director: _____

Date: _____