

**UNITED WAY OF GREATER CHATTANOOGA  
JOB DESCRIPTION**

**POSITION TITLE:** 211 Navigator  
**DEPARTMENT:** Stability Services  
**REPORTS TO:** 211 Supervisor

**POSITION PURPOSE:** This position is responsible for connecting individuals and families who contact the 211 Call Center through (phone, text, chat, e-mail, etc.) to agencies and programs for needed services, and for maintaining and updating the client and resource database on a regular basis. In addition, this position will be the (Navigator) entry point into the Building Stable Lives (BSL) program. They will administer the VI-SPDAT (Vulnerability Index-Service Prioritization Decision Assistance Tool) to individuals and families that call 211 and are interested in BSL to determine risk and prioritization when providing assistances to homeless and at risk of homelessness persons

**KEY RESPONSIBILITIES: ADMINISTRATION**

Specific Duties:

1. Maintain accurate information regarding callers and referrals in the database.
  - a. Complete all applicable information on Call Point at all times
  - b. Complete information regarding referrals and the amount of assistance needed if quantifiable
  - c. Follow up with referral agencies and callers to determine if callers obtained or attempted to obtain services from them either through Service Point, calls or emails
2. Maintain accurate and current information regarding agencies and programs listed in the database.
3. Provide weekly reporting regarding
  - a. Unmet needs encountered for client support and service availability
  - b. Unusual calls or situations encountered.
  - c. Problems with database or phone system.
  - d. Duplication of caller's information in the database
  - e. Inaccuracies or errors in database
4. Provide regular reports regarding contacts made and follow-up calls for special programs as required by the program (e.g. Food Stamps, Power Share, EITC, Christmas Clearance, EPB Fan Program, etc.)
5. Represent 211 in the community as directed
6. Meet with 211 Supervisor and subcommittees when requested to provide reports on identified needs and gaps in services
7. Maintain and submit any other electronic or manual records as required to document services provided or that were unmet
8. Other duties as assigned

**KEY RESPONSIBILITIES: INFORMATION AND REFERRAL**

Specific Duties:

1. Provide professional, nonjudgmental communication with clients and agencies
2. Use active listening skills to obtain all information necessary to make informed, accurate and successful referrals to agencies/programs in order to meet the caller's needs.
3. Search the database to find the most appropriate resources available to meet the

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- caller's needs
4. Obtain the caller's verbal consent to both enter the caller's information in the database and contact the agency or agencies on their behalf to let the agency know that they have been referred to the agency/program
  5. Advocate for the caller, if necessary, by calling or emailing the agency/program to ensure that the resources are available when callers are referred if verbal consent has been granted
  6. Make caller's aware that 211 or Building Stable Lives representatives are likely to follow up with them to determine whether or not they received the services requested or provide them with additional information regarding help for meeting their needs
  7. Maintain client confidentiality at all times unless communicating within 2-1-1 or with agencies with whom 211 has a business agreement regarding the confidential sharing of information or 211 and/or the agency has received verbal consent from caller or a specific ROI permitting such communication.
  8. Follow procedures that discourage inappropriate uses of the available social services to insure the fair and equitable distribution of community resources.
  9. Keep records of unmet needs and meet regularly with staff and the Building Lives Advisory Board to make them aware of needs and gaps in services
  10. Other duties as assigned

**KEY RESPONSIBILITIES: CUSTOMER SERVICE**

Specific Duties:

1. Respond to contacts presented by 211 communication system within 30 seconds
2. Respond to both voicemail and faxed messages from or on behalf of consumers within 4 hours of receipt
3. Respond to requests for information from organizations within a reasonable time
  - a. 2 hours for emergency referral assistance
  - b. 24 hours for written information and non-emergency assistance
4. If follow up with a consumer is indicated, conduct that follow up within
  - a. 2 hours for immediate referral information
  - b. 4 hours for non-immediate referral information c.
  - c. 48 hours for special requests
  - d. 14 days for follow up on referrals that were made if selected for follow up or part of a special contract
5. Provide courteous, friendly service to all consumers
  - a. Refer problem consumers to the supervisor
  - b. Never argue with a consumer
  - c. If a consumer become abusive either transfer the call to a supervisor or inform the consumer that they need to call the supervisor directly and terminate the call
6. If the caller requests anonymity, respect their request. obtain necessary information in order to make a referral, such as zip code and name if possible. and provide the information as requested and indicate this in the Call Status and Notes section of Call Point.
7. Other Duties as assigned

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## **KEY REQUIREMENTS FOR THE BUILDING STABLE LIVES PROGRAM**

### Specific Duties:

1. Will administer the VI-SPDAT with callers who show an interest and are eligible for the BSL program.
2. Will make referrals to the appropriate BSL sites after administering the VI-SPDAT.
3. Will participate in BSL related meetings that work to improve the coordination of services of for BSL participants.
4. Will work jointly with the Chattanooga Regional Homeless Coalition to ensure that 211 is coordinating homeless services with the agencies that work with the homeless population.
5. Will document all calls in Service Point and other related database systems.

## **MINIMAL JOB REQUIREMENTS**

### Education:

- ◆ Bachelor degree in a human services or social science or related field preferred but not required.
- ◆ Minimum requirements: Ged/Diploma required with 3 years' experience in customer services, social services, and/or a related field providing services to the community at large.

### Experience:

- ◆ Must be competent in data entry and Microsoft Office
- ◆ Must be able to enter data accurately with correct spelling, grammar and format
- ◆ Must be able to read and understand complex program descriptions
- ◆ Must be able to actively listen and ensure one understands what is being said by the speaker
- ◆ Must write clearly and succinctly with correct grammar
- ◆ Must be able to communicate and enunciate clearly on the phone
- ◆ Must pass CIRS/CRS Certification within the allotted time based on educational attainment as specified by AIRS and maintain certification thereafter.
- ◆ Prior experience in pressure situations or call/help centers a plus