



United Way of Greater Chattanooga is searching for a Community Resource Coordinator to work in our Community Investment Department. This is a full-time, salaried non-exempt position and will report to the Director of Community Programs.

Position Purpose: The Community Resource Coordinator is responsible for overseeing the development and maintenance of United Way 211's community resource directory. The Community Resource Coordinator ensures accurate, up to date, and clear information is accessible to the public through the resource directory and to 211 Navigators. The Community Resource Coordinator maintains direct communications with service providers to list, update, and correct information to provide data integrity and adherence to AIRS (Alliance of Information and Referral Systems) standards.

Additional responsibilities include:

- 1) Maintain a positive relationship with the Chattanooga Regional Homeless Coalition and Community Service Providers in order that information is entered accurately and up to date in Service Point.
- 2) Create and execute on an outreach plan to engage Hamilton County and other rural counties for Resource Directory organizations and community use
- 3) Recruit/train/maintain a pool of volunteers that will assist with the entry and maintenance of the resource directory.
- 4) Maintain a positive relationship with Wellsky for the purpose of maintaining a user-friendly Resource Directory for community use.
- 5) Assist the 211-call center as needed by connecting individuals and families who contact the 211 call center via phone, text, chat, e-mail, etc., to the appropriate resources and agencies.

ROLE ACCOUNTABILITIES

Data management 80%

- Maintains regular contact with social service organizations in order to develop new resource listings for the 211-resource database, verify current information, and accurately classify listings according to the AIRS/211 LA County taxonomy of Human Services, which is the coding system used by 211.
- Prepares well-written narrative descriptions that clearly and concisely describe the agency's services including, where relevant, target populations, eligibility criteria, areas served, application procedures, languages spoken, hours, fees, and other aspects of the service.
- Gathers information about seasonal and other time-limited programs; adds to the resource database for the duration of the program and inactivates when completed.
- Determines whether new agencies/services meet pre-set criteria for inclusion in resource directory. Follows notification procedures when an agency cannot be included in the resource database.

- Ensures that information included in the resource database during a disaster is vetted, correct, and accuracy is maintained throughout disaster/emergency. Removes any time-limited resources when exhausted or no longer available.
- Recruits/trains/supervises 211 resource directory volunteers to ensure the integrity of the resource directory is maintained.
- Create useful reports for data-drive decision-making

Community support 15%

- Maintains a collaborative relationship with the Chattanooga Regional Homeless Coalition who shares in the responsibility of maintaining the resource directory and holds the contract for the Service Point Database.
- Participates in community meetings and represents 211 in outreach to community groups, local businesses and social service providers by presenting information regarding the 211 database.
- Assists in researching, organizing, writing and editing special reports, brochures, directories, specialized topic lists and other designated resource products.
- Coordinates with other United Way and 211 organizations.
- Provides back-up phone support to community resource specialists as needed.

Technology 5%

- Supports the development of new/improved software for 211 by providing direction, feedback and testing, including the 211 website.
- Assists with troubleshooting for the Service Point resource database and Prevention Pays texting software.
- Oversees the quality of the 211 microsite and the efficiency of the user experience.
- Works with Wellsky and the Director of Community Programs to incorporate changes to the 211 microsite that will enhance the service delivery of resources to the community.

MINIMAL JOB REQUIREMENTS

Education:

- Bachelor's degree or equivalent combination of education, training, and experience

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 program descriptions.
- 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 18 months of employment and maintain certification thereafter. (United Way covers cost of training and certification)
- Prior experience in pressure situations or call/help centers a plus.

Skills:

- Data entry
- Information gathering
- Interviewing
- Written and oral communication
- Documentation
- Computer use (Intermediate level) including specialized I&R software
- Internet use (e.g., web search, email, social networking)
- Research
- Taxonomy searching
- Taxonomy coding
- Editing
- Proofreading
- Analysis
- Database querying
- Training
- Writing (e.g., assisting in the production of public information resources)

Supervisory Responsibility

This position has no supervisory responsibilities.

Position Type/Expected Hours of Work

This is a full-time, non-exempt position expected to work 40 hours per week, hybrid schedule.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

If you are interested in applying for this position, please submit your cover letter and resume to tammymccallie@uwchatt.org by Friday, October 14, 2022.