

POSITION TITLE: Resource Specialist
FLSA STATUS: Full Time/Salaried-Non-Exempt
DEPARTMENT: 211 Building Stable Lives
REPORTS TO: 211 Supervisor

Position Purpose: This position is responsible for the management of the integrity of the 211 Resource Information, Call transition, 211 Website, 211 app, Live chat, text systems and kiosk centers. As well as, connecting individuals and families who call the 211 Call Center to agencies and programs for needed services, and for maintaining and updating the client and resource database on a regular basis. The main purpose of this position is to manage/supervise database resource functions to ensure accurate information is available to 211 call center staff, UWGA staff and the community using Community Link. This position is responsible for collaborating with the Chattanooga Regional Homeless Coalition and Service Providers in order that information is entered, accurate information is maintained, and available in the Homeless Management Information System (HMIS). This position will also recruit/train/maintain a pool of volunteers that will assist with the entry and maintenance of the community resources. In addition, this position will assist the 211 call center as needed by connecting individuals and families who contact the 211 Call Center through (phone, text, chat, e-mail, etc.) to agencies and/or providing back-up support with the 211 kiosk as needed.

KEY RESPONSIBILITIES: Resource Data Coordination

1. Research and consultation with community stakeholders to identify and gather resources:
 - Researches and consults with various community organizations, agencies, data partners, stakeholders, individuals, or governments to identify and gather suitable resources for inclusion in community service databases
 - Collects information for manual and automated information systems
 - Acquires, catalogues, classifies, and processes various types of reference resources internal and external
2. Database management and maintenance
 - Creates, enters, or updates records in databases
 - Verifies, organizes, and abstracts data collected
 - Initiates recommendations for, and assists in the implementation of, improvements to various manual and automated systems
 - Prepare and produce guides and questionnaires
 - Builds support and acceptance for Agency databases within the community
 - Builds rapport and provides support for data partners and organizations in the database
 - Keeps statistical records of database and publications activities
3. Editorial services
 - Verifies the currency and accuracy of Community Link's databases.
 - Creates, assists with, or contributes to various Agency reports: also produces and keeps statistics for different purposes
 - Reviews, edits and corrects materials, text, or data in accordance with appropriate style guides, data standards, or applicable policies

4. Taxonomy and other indexing
 - Catalogues, classifies and processes various types of resources and materials (e.g. databases, in-house library)
 - Develops indices and other finding aids for both manual and automated databases as well as print and electronic publications
 - Develops, recommends and implements changes to specialized taxonomy hierarchy
 - Communicates with AIRS and other users

5. Training, outreach, and other responsibilities
 - Assists with the instruction and direction of new staff and volunteers.
 - Recruit, train, supervise and maintain a pool of data entry volunteers who can assist with the maintenance of the service directory.
 - Represents Community Link and 211 through outreach and community events
 - Keeps staff and stakeholders informed about data
 - Participates in, or supports ad hoc projects (e.g., data audits)
 - Contributes to personal development by participating in conferences and other training processes including the informal sharing of skills and knowledge; maintains current awareness of professional literature and techniques, and trends in social services and I&R
 - Other duties as required to meet organization or department needs

MINIMAL JOB REQUIREMENTS

Education:

- Bachelor's degree in a human services or social science field preferred.
- Bachelor's degree in a related field, plus experience, will be considered.

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 18 months of employment and maintain certification thereafter
- 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
- Structuring of information
- Analysis
- Decision making

- Database querying
- Training
- Writing (e.g., assisting in the production of public information resources)

Core Competencies for ALL STAFF:

- **Mission-Focused:** Catalyze others' commitment to mission and to create real social change that leads to better lives and healthier communities. This drives their performance and professional motivations.
- **Relationship-Oriented:** Understands that people come before process and is astute in cultivating and managing relationships toward a common goal.
- **Collaborator:** Understands the roles and contributions of all sectors of the community and can mobilize resources (financial and human) through meaningful engagement.
- **Results-Driven:** Dedicated to shared and measurable goals for the common good; creating, resourcing, scaling, and leveraging strategies and innovations for broad investment and impact.
- **Brand Steward:** Steward of the brand and understands his/her role in growing and protecting the reputation and results of the greater network.

Supervisory Responsibility

This position has no supervisory responsibilities.

Work Environment

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

Physical Demands

Physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee is frequently required to stand; walk; use hands to finger, handle or feel; and reach with hands and arms.

The employee is occasionally required to sit, climb, balance, stoop, kneel, crouch or crawl. The employee must frequently lift and move up to 10 pounds and occasionally lift and move objects up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Position Type/Expected Hours of Work

This is a full-time, non-exempt position expected to work 40 hours per week. Days and hours of work are Monday through Friday, 8:00 am to 5:00 pm.

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.

Signatures

This job description has been approved by all levels of management:

Manager_____

HR_____

Employee signature below constitutes employee's understanding of the requirements, essential functions, and duties of the position.

Employee_____ Date_____

United Way of Greater Chattanooga is committed to equal opportunity employment by affirming the value of diversity and by promoting an environment free from discrimination. UWGC encourages people of diverse backgrounds and experiences to apply for this position.

Updated: March 2021