

Trident United Way

2-1-1 Community Resources Coordinator

Department: 2-1-1

Reports to: VP of 2-1-1 Services

Salary Range: Commensurate with Qualifications and Experience

Position Summary:

Create, maintain and promote a single clearinghouse of accurate community information on health and human services programs and activities in compliance with AIRS standards and in coordination with SC 2-1-1. Ensure 2-1-1's effective use of community resource information and technology through training, quality testing, information management and implementation of industry standards. Create and publish 2-1-1 reports for internal and external use. Raise community awareness of helping resources and promote collaboration. Assist with staffing and on-call back up for 2-1-1 Hotline service when needed.

Required Skills:

- Excellent verbal communication and specifically excellent phone skills
- Excellent writing skills
- Detail oriented
- Computer skills – specifically database proficiency and use of information and referral software

Required Education and Experience:

- Bachelor's Degree or equivalent experience
- Call center or non-profit work experience
- Experience with databases and/or information and referral software

Preferred Education and/or Experience:

- CRS (Certified Community Resource Specialist) or ability to attain the same
- Experience with AIRS Standards and The Taxonomy of Human Services

Send resume, cover letter and salary requirements to:

hmail@tuw.org by August 20, 2010

EOE