

2-1-1 First Call for Help Program
A service of United Way of Marshall County
Job Description
Position Title: Resource Specialist



United Way of Marshall County's role is engaging, convening and mobilizing community resources to address root causes of the county's pressing health and human service needs in four primary areas: Education, Financial Stability, Health and Basic Needs. Our goal is to engage communities to create lasting positive changes to community conditions.

2 1-1 First Call for Help, a program of United Way of Marshall County, is dedicated to improving the quality of life for all residents by providing access, through caring and professional guidance and advocacy, to essential community health and human services. The 2-1-1 First Call for Help Resource Specialist assesses the needs of the caller with the goal of providing them with the most accurate information, resources and referrals to the agency and program that can best meet their needs. This position helps coordinate the community information and referral service in concert with Crisis Services of North Alabama and is also responsible for coordinating various initiatives of United Way of Marshall County and 2-1-1 such as the Annual Community Food Drive. Serves as administrative support to the Executive Director and the other office staff, as needed. This full-time position will report directly to the United Way Executive Director.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Other duties may be assigned.

- **Maintain & manage First Call for Help program for United Way to include answering all the office phone lines, providing accurate and precise information to callers and responding to emails.**
- **Utilize iCarol, a web-based software designed especially for non-profit organizations and community programs that provide helplines, to enter client referrals and client management in a timely manner as well as keep updated with the most accurate and precise community information.**
- **Collaborate with Crisis Services of North Alabama to establish and maintain operational procedures.**
- **Compile a monthly call report for the United Way Board of Directors**
- **Maintain a network of communication among area agencies and churches.**
- **Serve as an administrator of Charity Tracker, a web-based community impact database, to help track services provided through data collection and reporting and communicate and collaborate with area social service agencies and churches.**
- **Work with volunteers and other agencies to coordinate resources and disseminate information in times of disaster.**
- **Work with partner agencies on a regular basis to understand needs in terms of volunteers or in-kind donations to direct resources as appropriate.**
- **Attend workshops and conferences for personal and professional development.**
- **Actively participate in community agency meetings and events to network, develop and maintain community relationships and promote awareness of the program. Some public speaking will be involved.**
- **Coordination of Annual United Way of Marshall County/2-1-1 Community Food Drive and other initiatives or events as determined by United Way.**
- **Assist with United Way campaign related responsibilities, as needed, delegated by the Executive Director.**

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QUALIFICATIONS, EXPERIENCE AND SKILLS:

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 individuals with disabilities to perform the essential tasks.

- Strong written and verbal communication skills, ability to speak or present to civic groups or organizations.
- Competency with basic office equipment, must be proficient in typing, working knowledge of Microsoft Office Suite (Word, Excel, Outlook, etc.)
- Ability to learn and become proficient in use of relevant software and internet related programs
- Organizational and supervisory skills with focus on attention to detail
- Strong interpersonal and relationship building skills
- Builds trust and rapport quickly
- Relates well to people of varying backgrounds
- Valid driver's license and reliable personal transportation

EDUCATION &/OR EXPERIENCE: High School Diploma, some college preferred or equivalent education and experience. Social Services background is helpful.

PROFESSIONAL EXPECTATIONS AND REQUIREMENTS:

- Dependable, punctual and self-motivating
- Sense of empathy and compassion for those in need
- Attention to good professional ethics and standards
- Maintain confidentiality of customer records
- Sense of loyalty and commitment to the organization's mission
- Works as a team member with staff and volunteers
- Complies fully with United Way of Marshall County's Code of Ethics
- Some lifting, travel, early morning and evening meetings required

United Way of Marshall County is an equal opportunity employer.