



Granite United Way

Granite United Way's Mission is to improve the quality of people's lives by bringing together the caring power of communities

POSITION DESCRIPTION

POSITION: Senior Information and Referral Specialist
DEPARTMENT: 2-1-1 NH
REPORTS TO: 2-1-1 NH Senior Director of Call Center Operations

FLSA: Non-Exempt
STATUS: Full-time

INTRODUCTION:

Granite United Way's Vision is to be the preferred way people work together to build a community that values its collective responsibility to care for each other. All employees at Granite United Way are integral to our ability to achieve our mission. Performance of job duties outlined below, in a manner that enables us to follow through on our promises to the communities we serve is more than an expectation; it is a standard here at Granite United Way.

RESPONSIBILITIES: Responsible for effectively providing information and referral services to 2-1-1 NH callers, and promoting community awareness of 2-1-1 NH. The Senior Information and Referral Specialist seeks to identify clients' needs and link clients with available resources in their community. Position is also responsible to help oversee the other I&R Specialists when needed or Director is out of the office.

Normal Schedule for this position will be 11:00 AM to 7:00 PM Monday through Friday.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Answer incoming phone calls to provide information and referral service activities including intake, assessment and referral.
- Assess the callers' needs and level of crisis intervention required
- Answer a multi-line phone to assist callers with questions about public, private or government resources for health and social services.
- Screen callers for needed services to ensure appropriate referrals are given.
- Provide specific and detailed information to callers about accessing public, private, or government health and social services.

- Enter call data accurately and completely into the 2-1-1 NH database in accordance with established standards.
- Provide advocacy for inquirers when needed by interacting with clients and agencies in resolving problems and providing information.
- Researching new resource information for inclusion in the resource database.
- Provide 2-1-1 representation at community outreach events and service delivery meetings as needed.

OTHER DUTIES:

- Help with training new employees
- Answer questions from I&R Specialist
- Assist with monthly reports as needed
- Help with the upkeep of the database
- Be available when needed for emergency calls
- Perform other related duties as assigned.

EDUCATION, EXPERIENCE, AND SKILLS REQUIRED:

- Excellent communication skills, including the ability to respond to callers with patience, objectivity and a nonjudgmental demeanor
- Computer literacy - access, retrieve, and input information from an automated database/client information system
- Ability to work under pressure in a fast paced environment.
- Ability to quickly discern the stage/degree to which callers are in crisis
- Demonstrated ability to problem-solve
- Knowledge of, or ability to learn community and statewide resources
- Ability to work well in a team, excellent interpersonal skills, and positive demeanor
- Ability to manage multiple priorities
- Ability to work a non-traditional schedule during times of disaster in support of 2-1-1 operations.
- Must be willing and able to meet AIRS certification standards, including preparing for and obtaining AIRS Certification for Information & Referral Specialists (CIRS), when eligible per AIR's standards

ENVIRONMENT:

The venue of this position is a general office environment that is clean, well-lighted, and environmentally comfortable, free of fumes or airborne particles, and only minimally exposes employees to office solvents limited to those relative to copier equipment.

This position requires the ability to:

1. Minimal requirement to reach at or above shoulder level; occasional reaching below shoulder level required

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. This document describes the position as it is currently available and is not a contract. Granite United Way retains the right to change modify the position description at any time.

2. Hand manipulation - equipment and controls, computers, keyboards and phone system.
3. Ability to hear callers
4. Ability to speak and read English
5. Ability to work a flexible schedule, which may include nights and weekends
6. Ability to tolerate prolonged sitting and/or standing and to lift up to approximately 25 pounds to waist high level whenever necessary.
7. Mobility includes regular sitting, some standing and walking.

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