

LIVE UNITED



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: Resource Database Specialist

FLSA: Exempt

DEPARTMENT: 2-1-1 NH

STATUS: Full-time

REPORTS TO: 2-1-1 NH State Opioid Response (SOR) Project Director

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:

The 2-1-1 NH Resource Database Specialist applies problem solving and research skills to create, update, and maintain the 2-1-1 Resource Database. The 2-1-1 NH Resource Database contains not-for-profit, government, and for-profit resources that provide the critical links between client needs and community services. This position is also responsible for providing training and support for users of the database as well as implementing strategic plans and applied research to complete day-to-day operations as directed.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Monitoring and maintaining information for social service agencies offering programs and services across New Hampshire. Maintain two databases, ensuring the information is current, accurate, complete and accessible to appropriate stakeholders.

- Training lead for database users including 2-1-1 NH and contract agency staff, keeping abreast of the latest developments in the Information & Referral field and working toward staff certification through the Alliance of Information and Referral Services (AIRS)
- Develop training material for database users.
- Develop and implement training schedule, reaching out to relevant speakers and arranging presentations.
- Conduct follow up surveys to ensure training is relevant and timely.
- Generate and communicate reports related to the databases and their use, as requested.
- Train and support staff from social service agencies to effectively update agency and service information, as well as utilization of the 2-1-1 NH website.
- Assist in managing inquiries for assistance received via the 2-1-1 NH general e-mailbox and in oversight of 2-1-1 NH website, including development of plans to improve the use of the 2-1-1 NH website to respond to customer inquiries for referrals going forward.
- Responsible for contract administration and compliance related to Granite United Way service contracts to agencies who utilize the 2-1-1 NH Resource Database
- Support database users to retrieve information from the database.

OTHER DUTIES:

Research new resources within the community and enter into the 2-1-1 NH Resource Database.

Establish contact with and obtain detailed information about the programs and services provided by human service organizations.

Attend conferences and trainings to broaden knowledge base and network as appropriate.

Create and maintain the taxonomy master list, keeping abreast of changes in the national taxonomy, communicating those changes to staff and other interested parties and evaluating database records with respect to these standards.

Generate reports when needed from the 2-1-1 NH Resource Database.

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 or modify the position description at any time.

Provide technical support for the use of the 2-1-1 NH Resource Databases for staff and contracted parties.

Other duties as assigned.

EDUCATION, EXPERIENCE, AND SKILLS REQUIRED:

1. Associate's or Bachelor's degree in information technology, database management or a related field. Equivalent experience may be considered.
2. Knowledge of community resources, information and referral process, and social services is preferred.
3. Currently holds (or will obtain after eligibility date) AIRS Resource Specialist Certification (CRS).
4. Extensive knowledge of computer systems, online databases, and Windows-based software.
5. Demonstrated ability to effectively communicate orally and in writing.
6. Demonstrated knowledge of health and human services delivery in New Hampshire.
7. Excellent interpersonal and customer service skills.
8. Ability to operate in a fast paced environment.

ENVIRONMENT:

The venue of this position is a general office environment that is clean, well lighted, 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
2. Hand manipulation - equipment and controls, frequent; grasping and handling, occasional
3. Ability to travel throughout the territory required
4. Ability to work a flexible schedule, which may include night and weekends
5. Ability to tolerate prolonged sitting and/or standing and to lift up to approximately 50 pounds to waist high level whenever necessary.
6. Mobility includes regular sitting, some standing and walking.

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