



Job Description

Resource Specialist

2-1-1 Orange County is a non-profit, 501(c)(3) organization connecting people in need to available resources through our comprehensive database of health and human services. Our service is available 24/7 in over 150 languages and can be accessed toll-free by simply dialing 2-1-1.

Position: The *Resource Specialist* is primarily responsible for managing and maintaining the records in the 2-1-1 OC resource database, ensuring that they are up-to-date, accurate and consistent.

Benefits: Eligible

Status: Non-Exempt, Hourly

Reports to: Director, Data

Supervises: None

Work Schedule: Must be able to commit to working 40 hours per week, typically weekdays. Schedule will change as needed, and flexibility is required. Must be able to travel out of town occasionally for conferences.

Education/Experience:

- BA degree or other equivalent experience transferable to this position
- One year prior experience providing information and referral services, managing databases, or related experience in the human service field is preferred

Skills:

- Excellent professional communication skills (verbal and written), including public speaking skills
- Strong comprehension and analytical skills
- Strong organizational skills and attention to detail
- Active listening and assessment skills
- Independent decision making skills
- Ability to maintain a calm and sensitive demeanor
- Professional telephone etiquette skills

Duties:

- Manage the 2-1-1 OC resource database and develop expertise in use of all front-end, back-end, and administrative features
- Maintain the records in the resource database, ensuring that they are up-to-date, accurate and consistent
- Research services available in the community and assist agencies in completing application and update forms
- Develop a working knowledge of services available in the community
- Develop a working knowledge of Alliance of Information and Referral Systems (AIRS) Taxonomy and Standards and how they are applied in the 2-1-1 OC Resource Department
- Index records with the appropriate AIRS Taxonomy term(s)
- Assist with all database maintenance/improvement projects
- Assist in creating and analyzing reports of resource records
- Assist Information and Referral Specialists in finding appropriate referrals for clients
- Develop and maintain strong professional relationships with service providers, including agency visits and presentations
- Using relationships developed with agencies, advocate on behalf of clients who have been denied services



- Respond to service providers' and clients' concerns
- Attend community meetings of service providers and outreach events for the public as a representative of the 2-1-1 OC Resource Department, as needed
- Support Resource Department volunteers in their projects
- Assist in updating of department policies, procedures, scripts, forms, etc. as needed
- When needed, such as in times of technological failure, assist in the coordination of database management software troubleshooting
- Assist in training new staff and volunteers and creating training materials
- Analyze and report on service availability and database usage trends
- Provide support for other administrative projects as needed, such as research, filing, copying, etc.
- Pursue certification as a Resource Specialist (CRS) per requirements and timelines set forth by the Alliance of Information and Referral Systems (testing fees for one certification paid by employer)
- Perform other duties as assigned

Physical Activity: In the course of performing this job, the incumbent typically spends time sitting, walking, standing, listening/speaking, writing and operating a personal computer. May be required to drive an automobile or use public transportation to attend meetings within the community. He or she is expected to lift and carry office records and supplies up to 15 lbs on an occasional basis. Reasonable accommodations may be arranged to enable individuals with disabilities to perform essential duties of the job.

2-1-1 Orange County is an Equal Opportunity Employer

Please send cover letter and résumé to Opportunities@211oc.org.

No phone calls will be accepted.