



**COMMUNITY SERVICE COUNCIL
JOB DESCRIPTION**

Program: 211 Eastern Oklahoma (211EOK)

Job Title: Community Resource Specialist

Reports To: 211 Eastern Oklahoma Program Manager

Classification

Non-Exempt, Full-time 40 hours per week, hourly.

Hours: Mon-Fri 12:00 A.M.to 8:00 P.M.; Flexible

Hourly Rate

\$16.80

Purpose of Position:

To promote access to health and human services through the provision of 24/7/365 telephone information, referral, problem-solving and crisis intervention assistance.

Objective

Make a difference in our community by joining 211 Eastern Oklahoma’s team of dedicated, compassionate Community Resource Specialists. Specialists connect people with housing, food, utility assistance, support groups, health care, legal aid and other vital community supports to impact the social determinants of health. During unsettled times, 211 Eastern Oklahoma is a trusted source of information. We embrace equity, kindness and empathy, and we deliver on our values through professionalism, a high-quality database and tech-forward innovations.

Essential Job Functions % of Time		
1	<p>A. Respond to incoming calls using established procedures to effectively link callers to the full range of health and human services and make outgoing collateral contacts on behalf of callers in need of crisis intervention and callers in need of advocacy assistance beyond basic referrals. Document caller's information to support follow-up, community planning, program planning, human service data management and performance assessments. Determines eligibility by comparing client information to requirements</p> <p>B. Maintain a high level of professionalism while handling sensitive and confidential situations</p>	90%*



	<p>C. Multi-tasking in a fast-paced work environment, with prompt attention to caller's needs</p> <p>D. Must possess ability to handle sensitive and confidential situations</p> <p>E. Experience with software programs including MS Office, Outlook, and online applications</p>	
2	Make outgoing follow-up calls in order to ensure quality assurance of call services and further enhance access to community services for callers that meet high-risk criteria.	
3	Active participation in-service trainings and call center staff meetings.	5%
4	Perform other related responsibilities as needed or directed which may include representing 2-1-1 at community events or speaking engagements.	5%

Required Qualifications

Knowledge, Skills and Abilities

- Ability to conduct need assessments and make effective referrals by using telephone interviewing, active listening, problem solving and crisis intervention skills
- Ability to efficiently and accurately use a computerized information management system for documenting call information and conducting searches for service information
- Ability to assist callers who are presenting life-threatening crises
- Knowledge of the Tulsa area health and human service system
- Successful completion of Marketplace Navigator Training
- Understanding of confidentiality standards and the ability to practice them
- Ability to effectively use the 211 Eastern Oklahoma telephone system
- Ability to assist callers who are presenting life-threatening crises or who are presenting disruptive mental confusion or emotional distress
- Effective interpersonal, oral and written communications skills

Additional Eligibility Qualifications

1. Bilingual Spanish preferred
2. Non-profit experience

Equivalent Education and Experience

- Bachelor degree in human service or related field
- Certification by AIRS within six months of hire date and renewal of AIRS certification
- Three or more years of related experience



- Strongly preferred fluency in English and Spanish

Working Relationships

This job requires daily contact with the public of all social and economic backgrounds, and representatives of other health and human organizations. A high degree of cooperation, flexibility and effective communication with 211EOK co-workers is required to appropriately serve callers and maintain a 24/7/365 work schedule. Routine contact with other members of the CSC staff will occur.

Work Environment

This job operates in a professional office environment and/or remote work environment. This role routinely use standard office equipment such as computers, phones, softphone, online software programs, online databases, photocopiers, filing cabinets and fax machines

Special Job Dimensions

- Available for work shifts in a 24/7/365 work environment
- Available for work on holidays as determined by program needs
- Available for extended 211EOK duties during community emergencies
- A strong commitment to punctuality in order to maintain proper telephone coverage and effective working relationships
- Ability to learn and use frequently changing computer and telephone technology

Physical Requirements For The Position:

Standing _____	Walking _____	Sitting <u>C</u> _____
Lifting _____	Carrying _____	Pushing _____
Pulling _____	Climbing _____	Balancing _____
Stooping _____	Kneeling _____	Crouching _____
Crawling _____	Reaching _____	Handling _____
Fingering _____	Feeling _____	Talking <u>C</u> _____
Hearing <u>C</u> _____	Tasting/Smelling _____	Near Vision <u>C</u> _____
Far Vision _____	Depth Perception _____	Color Vision <u>C</u> _____

C=Constantly

F=Frequently

O=Occasionally