



**COMMUNITY SERVICE COUNCIL
JOB DESCRIPTION**

Program: 211 Eastern Oklahoma

Job Title: Community Resource Specialist- Bi-lingual (English/Spanish)

Reports To: Program Manager

Employee Category: Regular Full Time Employee. Salaried. Regularly scheduled for 40 hours per week and occasional extended hours for meetings, in-service training and to maintain adequate call center coverage.

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.

Essential Job Functions % of Time		
1	Respond to incoming calls using established procedures to effectively link callers to the full range of health and human services and make out going collateral contacts on behalf of callers in need of crisis intervention and callers in need of advocacy assistance beyond basic referrals. Document call information to support follow-up, community planning, program planning, human service data management and performance assessments	90%*
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 as assigned by the Resource Center Coordinator.	
3	Active participation in 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

- Must be able to read, write and speak both English and Spanish
- 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
- Understanding of confidentiality standards and the ability to practice them
- Ability to effectively use the 2-1-1 Tulsa Helpline 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

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
- Preferred fluency in English and Spanish

Working Relationships

This job requires daily contact with the general 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 2-1-1 Tulsa Helpline 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.

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 2-1-1 Tulsa Helpline duties during community emergencies.
Salaried individuals in this job category may be eligible for arduous duty premium pay for extended hours worked during a community emergency.
- 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