

## Job Description and Work Summary

**Position:** Information and Referral Specialist

**Accountable To:** 2-1-1 Resource & Program Manager

**Oversight Committee:** I&R Advisory Committee

**Term of Service:** Part-Time or Full-Time At Will

**Status:** Non-Exempt

**Salary Range:** \_\_\_\_\_



United Way  
of the Brazos Valley

**Position Summary:** Provides quality health and human services information to persons in need with the intent to link those persons to appropriate resources for assistance. Promote education and awareness of 2-1-1 Texas through community presentations, as needed.

**Committee and Work Responsibilities.** Below is a summary of the priority activities and percent of time estimates for this position:

Activity	Time Estimate
<b>Information and Referral:</b> <ul style="list-style-type: none"><li>• Provide information and referrals about health and human services to individuals and organizations via telephone, email, and walk-in contact, when required.</li><li>• Assess client needs, identify appropriate resources, provide all necessary information, and identify alternatives resources for clients, as appropriate.</li><li>• Advocate on behalf of the client with other agencies, when necessary.</li><li>• Conduct follow-up calls and quality assurance surveys for clients.</li><li>• Maintain accurate client data records by collecting all appropriate demographics.</li><li>• Attend resource-sharing meetings, health fairs and other community events, as assigned.</li><li>• Adhere to all operational standards as set by Texas Information and Referral Network (TIRN) for the 2-1-1 Texas Center and I&amp;R Specialists.</li><li>• Cooperate with TIRN, TAIRS, and AIRS (Alliance of Information and Referral Systems) to further the field of information and referral and ensure that 2-1-1 is operated with the highest accreditation standards in Texas and the Brazos Valley Region.</li><li>• Complete roles and expectations for Special Projects (e.g. DASH Committee, Disaster Volunteer program), as assigned.</li><li>• Perform other related duties, as assigned.</li></ul>	100%
Total:	100%

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### ***Additional responsibilities as an employee of the organization include:***

**Knowledge of United Way, its mission, goals, ethics, principles, programs, policies and procedures and able to effectively demonstrate and communicate this information in all work activities.**

- **This person will use the following principles to guide their actions and decisions based on the following principles as defined in the UWBV Code of Ethics.**
  - 1.) Meaningful and Measurable Improvement
  - 2.) Community Interdependence and Collaboration
  - 3.) Volunteer Value Driven
  - 4.) Inclusiveness
  - 5.) Stewardship
  - 6.) Adaptive Organization

**This person will effectively and with great frequency demonstrate attributes and behaviors associated with the following United Way Worldwide (UWW) Professional Core Competencies.**

- Mission-Focused
- Relationship-Oriented
- Collaborator
- Results-Driven
- Brand-Steward

**As a high performance team member, create value and improve team systems, processes and results and contribute to the UWBV team in the following areas.**

- Organizational, Department and Individual Roles and Responsibilities
- Project Planning with and for Volunteers
- Effective Communication and Sharing of Information
- Efficient use of Meetings
- Proactive Focus on Customer Needs and Expectations
- Respectful and Timely Follow Up
- Management of Processes and Projects
- Keeping Score of Progress and Demonstrating Results

**Trust Building and Other Duties as Assigned.** As a team player this person will need to assist other UWBV management and staff in completing and coordinating tasks and assignments. This is an important function of this position in addressing last minute requests and managing team work.

*United Way of the Brazos Valley is an Equal Opportunity Employer.*

### **Qualifications and Prerequisites for Service**

- Bachelors degree in social service, communications, or related field preferred.
- Knowledge of Information & Referral practices and procedures.
- Knowledge of state/local/federal social services agencies and programs.
- Ability to maintain high ethical standards and confidentiality in accordance with United Way, TIRN, AIRS, and Federal and State standards and policies.
- Highly developed organizational skills with attention to detail and coordination of multiple tasks.
- High initiative and ability to work with minimal supervision.

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- Excellent interpersonal skills with the ability to communicate with stakeholders in a courteous and professional manner.
- Excellent grammar skills.
- Skill in using computer software, including Microsoft Office and database programs, and office equipment, including computer, calculator, facsimile, copy machine, and document shredder.
- Must have reliable transportation, current driver's license and liability insurance, as required by the state.
- Bi-lingual preferred, but not required.
- Certified Information and Referral Specialist (CIRS) certification, or be willing to obtain certification within one year of employment.
- Flexibility to adapt work schedule due to community events, disaster response, or special projects, as required.

**Physical Requirements:**

	0-24%	25-49%	50-74%	75-100%
Seeing:				X
Hearing:				X
Standing/Walking/Sitting:				X
Climbing/Stooping Kneeling:		X		
Lifting/Pushing/Pulling:	X			
Use of hands/fingers to handle or feel:				X

**Physical Dimensions:** Low, Medium or High

Medium Work: Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently and/or up to 10 pounds of force constantly to move objects.