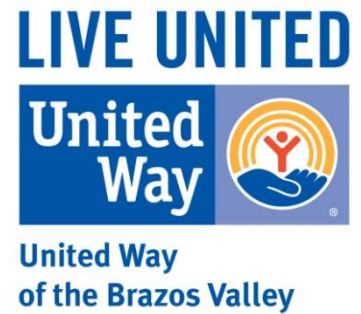


**Job Description and Work Summary**

**Position:** Information and Referral Specialist  
**Accountable To:** 2-1-1 Program Manager  
**Oversight Committee:** I&R Advisory Committee  
**Term of Service:** Part-Time, 25 hours per week  
**Status:** Non-Exempt  
**Salary Range:** \$17 / hour



**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
<p><b>Information and Referral:</b></p> <ul style="list-style-type: none"> <li>• Provide information and referrals about health and human services to individuals and organizations via telephone and some email (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. attend community meetings, conduct research on community events and potential resources, etc.), as assigned.</li> <li>• Perform other related duties, as assigned.</li> </ul>	100%
<b>Total:</b>	100%

***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.

## UWBV Job Description and Work Summary

Information and Referral Specialist

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- 1.) Meaningful and Measurable Improvement
- 2.) Community Interdependence and Collaboration
- 3.) Volunteer Value Driven
- 4.) Inclusiveness
- 5.) Stewardship
- 6.) Adaptive Organization

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

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

- Previous experience in a call center environment is required
- Strong communication, both written and verbal, active listening and interpersonal skills
- Experience demonstrating an empathetic attitude
- Strong time management and organizational skills; High initiative and ability to work with minimal supervision; Comfortable working in fast-paced environments
- Troubleshooting skills to provide comprehensive support to callers
- Computer literacy (Microsoft Office, email and database expertise)
- Phone skills, including familiarity with complex or multi-line phone systems
- Knowledge of state/local/federal social services agencies and programs
- Ability to maintain high ethical standards and confidentiality
- 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 type, 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.