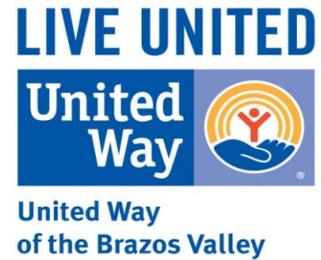


Job Description and Work Summary

Position: Information and Referral Specialist
Accountable To: 2-1-1 Manager
Oversight Committee: I&R Advisory Committee
Term of Service: Full-time (37.5 hours)
Status: Hourly, Non-Exempt



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>Information and Referral:</p> <ul style="list-style-type: none"> • Provide information and referrals about health and human services to individuals and organizations via telephone and some email (walk-in contact, when required). • Assess client needs, identify appropriate resources, provide all necessary information, and identify alternatives resources for clients, as appropriate. • Advocate on behalf of the client with other agencies, when necessary. • Conduct follow-up calls and quality assurance surveys for clients. • Maintain accurate client data records by collecting all appropriate demographics. • Attend resource-sharing meetings, health fairs and other community events, as assigned. • Adhere to all operational standards as set by Texas Information and Referral Network (TIRN) for the 2-1-1 Texas Center and I&R Specialists. • 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. • Complete roles and expectations for Special Projects (e.g. attend community meetings, conduct research on community events and potential resources, etc.), as assigned. • Perform other related duties, as assigned. 	100%
Total:	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.**
 - 1.) Meaningful and Measurable Improvement
 - 2.) Community Interdependence and Collaboration

UWBV Job Description and Work Summary

Information and Referral Specialist

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- | |
|---|
| 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.