



*Our Mission: To improve lives by uniting the caring power of our community.*

## Career Opportunity

### Information and Referral Specialist – 10:00 a.m. – 2:00 p.m., Mon-Fri

Posted: January 16, 2020

To apply, please send a cover letter and resume to: [careers@unitedwaydm.org](mailto:careers@unitedwaydm.org).  
For more organizational information, please visit [www.unitedwaydm.org](http://www.unitedwaydm.org).

#### **Summary:**

United Way of Central Iowa is seeking a part-time Information and Referral (I/R) Specialist for 2-1-1, a telephone and online helpline available to connect callers with human services resources available in the community. The I/R Specialist provides excellent customer service and navigates a comprehensive computerized database to assist callers with finding the information and referral that is most accurate and appropriate. This position will successfully complete initial and ongoing training for information and referral service as well as peer counseling and crisis intervention techniques and other specialized training as required. Working hours are 10:00 a.m. to 2:00 p.m., Monday through Friday. This is an ideal opportunity for retired individuals or parents who have daytime flexibility to work between 10:00 a.m. and 2:00 p.m.

Just as 9-1-1 is the 3-digit number to call in an emergency, 2-1-1 is the number to call to get connected to assistance for issues such as counseling, elderly services, housing, legal services, family support and essential needs. In central Iowa, United Way 2-1-1 fields approximately 40,000 calls per year.

#### **Why Choose UWCI?**

United Way of Central Iowa is an established and highly respected nonprofit in the Central Iowa area and the United Way Worldwide network. Employees at UWCI have a passion for the organization's mission and community impact work and strive to create a positive and welcoming work environment. Our Core Values of **Compassion, Integrity, Community Engagement, Responsiveness and Striving for Excellence** is the foundation for how we do our work and to reach our aspiration to "Engage Community to Empower All." In addition to a competitive salary we offer paid time off, an on-site fitness center, free parking, an on-site cafeteria and a positive and welcoming work environment.

#### **Essential Accountabilities Include (but not limited to):**

- Answer incoming phone calls/texts to provide information and referral service activities including intake, assessment and referral.
- Through the use of a comprehensive computerized data base provide the caller with information and referral that is accurate, appropriate and confidential.
- Follow established procedures to record all incoming calls. Maintain consistent data entry adherent to the guidelines set by the 2-1-1 Director.

- Provide advocacy for clients when needed by interacting with clients and human service agencies resolving problems and providing information.
- Successfully complete initial and ongoing training for information and referral service as well as peer counseling and crisis intervention techniques and other specialized training as required for this position.
- Attend regular in-service trainings and/or meetings as scheduled by the 2-1-1 Director.
- Communicates with the 2-1-1 Database Manager in a timely manner when there is an awareness of any changes or updates of community resources in the multi-county area.
- Perform follow-up procedure for crisis calls as deemed necessary to meet certification and accreditation requirements.
- Other duties as assigned.

**Competencies:**

- **Customer Oriented:** Demonstrates a level of desire to serve clients by focusing effort on meeting their needs, understanding their concerns, and seeking to build trust.
- **Communication, Oral:** Demonstrates an ability to send verbal messages and listen to others' responses in order to convey information.
- **Empathetic:** Demonstrates a level of ability to identify with or be sensitive to the feelings and experiences of others.
- **Communication, Written:** Demonstrates a level of ability to write concise, clear letters, reports, articles, or emails, including proofing and editing.
- **Decision Making:** Demonstrates an appropriate level of ability to evaluate information and select an effective and suitable course of action.
- **Accurate:** Produces error-free work. Never needs assistance to meet quality objectives.
- **Initiative:** Demonstrates a level of ability to act and take steps to solve or settle an issue.
- **Detail Oriented:** Demonstrates an appropriate level of ability to pay meticulous attention to assigned tasks with little to no oversight.
- **Empathetic:** Demonstrates a level of ability to identify with or be sensitive to the feelings and experiences of others without judgement.
- **Tactful:** Demonstrates a high level of ability to show consideration and avoid giving offence in dealing with others.
- **Time Management:** Demonstrates a high level of ability to effectively utilize available time for the completion of necessary job tasks.
- **Autonomy:** Ability to complete assignments and follow directions with little or no oversight.

**Education:**

- High school degree or equivalent.

**Experience:**

- Minimum of two years' experience working in human services and / or customer service field.
- Additional training, education and work experience in human services, communication or counseling is preferred.
- Working in a team-oriented environment.
- Experience with computers and Microsoft Office applications. Database inquiries and search preferred.

United Way is an equal opportunity employer and employment practices are implemented without regard to race, color, national origin, gender, religious beliefs, age, disability, sexual orientation, citizenship status, military status or any other basis protected by federal, state or local fair employment practices.

