



## **2-1-1 Resource Specialist**

- Full time, non-exempt position
- Salary \$18-20/hour, commensurate with background and experience
- Position is remote or based in Redding
- Reports to the 2-1-1 Services Manager

### **The Mission and Opportunity**

United Way of Northern California (UWNC), based in Redding, fights for the health, education, and financial stability of all residents in its nine-county territory. UWNC aims to expand operations fully throughout the region, providing residents access to its programs, and to as many resources necessary to promote safety, health and prosperity. Services include, but are not limited to, 2-1-1, financial literacy, emergency rental assistance, health care enrollments, and disaster information and services.

### **Job Description**

The Resource Specialist will support a variety of functions in pursuit of United Way of Northern California's mission to provide North State residents with exceptional 2-1-1 services in response to Wildfire and Public Safety Power Shutoffs. Principal duties involve adding and updating community resources in the 2-1-1 Databases as directed, with particular emphasis on Disaster Relief, Recovery and Public Safety Power Shutoff in the North State. This role requires a customer service orientation, high degree of professionalism, attention to detail, ability to focus in a fast-paced environment and respond proactively to changing priorities. Experience in social services preferred. Work hours may vary, and include nights and weekends as needed.

### **Job Responsibilities**

Working in conjunction with the United Way Program Department and Contact Center staff, the specialist will:

- Communicate with organizations listed in the 2-1-1 and disaster databases for updates.
- Assist in maintenance of resources within iCarol database and other data management processes by entering agency and program changes.
- Assure that data is entered correctly and follows all guidelines.
- Provide resource and project support for Public Safety Power shutoff and Disaster Response.
- Assist in organizing wildfire information during fire incidents.
- Provide meeting support, facilitate data sharing. Assist in setting up Long Term Recovery Group (LTRG) and Volunteer Organizations Assisting in Disaster (VOAD) meetings. Take meeting minutes and keep/manage a current contact list as needed.
- Report technical or programmatic issues as needed.
- Attend training sessions and meetings as needed.
- Other duties as assigned.

### **Preferred Skills and Attributes**

- Flexible and adaptable.
- Personable; works well in a team environment.
- Excellent customer service skills.
- Adept at multi-tasking.
- Strong skills in communication and documentation over the phone and computer.
- Strong public speaking and presentation skills.
- Comfortable and effective in interactions with individuals from diverse backgrounds and varying socio-economic circumstances.

### **Qualifications**

- Minimum of AA degree or equivalent experience.
- Strong communications skills, verbal and written.
- Consistent high level of focus and attention to detail.
- Familiarity with social service delivery systems strongly preferred.
- Customer service experience a plus.
- Must work well in a team environment.
- Must have strong skills in use of computer and telephone communication and documentation.
- Must be able to follow guidelines and directions.
- Bilingual/multilingual a plus.

*United Way of Northern California offers medical, dental and health benefits; paid vacation and sick time; 11 paid holidays per year; company-paid life insurance, 401k Retirement Savings Program and an Employee Assistance Program.*

*This position requires availability for nights and weekends and may require occasional travel throughout the UWNC region.*

*UWNC is an Equal Opportunity Employer. Employment at UWNC is contingent on submission to background checks, including criminal and DMV checks.*