



---

## **Community Initiatives**

---

**Position:** Program Director, Community Service Response Center/211  
**Reports To:** Vice President, Community Initiatives

---

## **Job Summary**

---

Oversees accessibility and accuracy of Information & Referral (2-1-1) services statewide; ensures that UWCA attains and maintains Inform USA Accreditation; develops and maintains a continuum of referral resources with documented follow-up to assess efficacy of service system in UWCA catchment area and to inform UWCA impact funding strategies.

## **Responsibilities**

---

- Manages a 2-1-1 response system in UWCA catchment area
- Serves as liaison with EMA, VOAD and other agencies related to disaster planning and response
- Establishes and maintains a system to follow-up with callers on referrals to assess referral responsiveness and caller satisfaction
- Serves as liaison to Corporate Assistance clients
- Conducts calls with clients and community members to provide resources and case management services as needed
- Serves as the Birmingham Disaster Call Center Director when the disaster call center is activated
- Ensures and maintains compliance with UWCA's Response Center Inform USA certification standards and reaccreditation process
- Provides training supervision to all CSRC staff and ensures compliance with Inform USA standards and grant requirements
- Develops and maintains an effective marketing strategy for 2-1-1
- Represents 2-1-1 at community meetings and with community groups
- Provides leadership for quality assurance and quality improvement
- Participation in Community Initiatives' Continuous Quality Improvement Plan
- Maintains monthly and annual compliance and deliverables with all grants and projects related to 2-1-1 services
- Other duties as assigned

## **Qualifications**

---

### **Knowledge & Skills**

Inform USA Community Resource Specialist certification preferred  
Experience in MS Office and basic data entry preferred  
Working knowledge of community services and resources  
Proficient in data analysis and projections  
Proficient in program development  
Proven networking skills  
Excellent supervision skills  
Budgeting skills

**Education/Experience**

Master of Social Work or related degree, license preferred.  
5 years supervisory and case management experience  
Experience managing grants preferred

**Requirements**

Valid Alabama driver's license  
Reliable transportation  
Proof of automobile insurance commensurate with State law  
Background checks to include but not limited to criminal record, drug screen, and TB test  
Normal office environment with occasional afterhours and/or weekend work required and some travel  
Must meet and maintain eligibility requirements to be insured by UWCA's insurance

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date