

United Way of Central Alabama, Inc.
Job Description



Community Initiatives

Position: CSRC Resource Database Specialist,
Reports To: Program Director, Community Service Response Center

Job Summary

Will assist in the development and maintenance of the 2-1-1 community services resource database, will provide case management and process temporary financial assistance requests, and serve as backup to the 2-1-1 call center.

Responsibilities

- Communicate with new agencies who would like to be added to the resource database and facilitate the adding of these resources
- Regularly update existing resources to ensure all resource profiles are accurate and current
- Screen temporary financial assistance requests and provide case management in order to determine eligibility for payment and process POs for payment.
- Provide backup support to 2-1-1 call center, providing excellent customer service and accurate information and referral to persons who seek community resources
- Meet and maintain Inform USA Certification Standards
- Participation in Community Initiatives' Continuous Quality Improvement Plan
- Other duties as assigned

Qualifications

Knowledge & Skills

Work or volunteer experience in a social service environment and working knowledge of community programs
Demonstrated ability to work effectively with people and organizations
Demonstrated experience in working with culturally diverse populations (seniors, immigrants, people of varied ethnicities and religions)
Demonstrated ability to exhibit non-judgmental attitude toward persons with different ways of addressing life challenges
Proven ability to type accurately and enter data into a database

Education/Experience

Social Work or related degree in a human services field with 2 years' experience

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 flexible work hours and some travel
Must meet and maintain eligibility requirements to be insured by UWCA's insurance

Employee Signature

Date

Supervisor Signature

Date