



Inform USA Certification

COMMUNITY RESOURCE SPECIALIST – DATABASE CURATOR



This document represents the professional Domains (D), the Tasks (T) performed within those Domains, and the specialized Skills and Knowledge (S/K) applied by Community Resource Specialists – Database Curators in the competent practice of their profession and in accordance with the *Inform USA Standards and Quality Indicators for Professional Information & Referral*.

Applying problem-solving and research skills, these practitioners create, update, and maintain resource databases of nonprofit, government, and for-profit organizations that provide the critical links between the needs of individuals, families, and communities and the community, social, and health services designed to meet those needs.

Domain 1 – Database Development (18%)

T-1 Research, develop, and regularly review the inclusion/exclusion criteria policy of the resource database against the needs of the community.

T-2 Obtain initial information about human service organizations that may meet inclusion criteria to ensure that the database continues to meet community needs.

T-3 Establish contact with human service organizations and obtain detailed information about the programs and services they provide.

T-4 Add new records in compliance with an internal style guide and the principles of equity and accessibility.

Domain 2 - Database Maintenance (33%)

T-1 Conduct an update of all records within the resource database annually using a variety of methods. Prioritize records for special attention based on the needs of the community.

T-2 Review and update existing records for clarity, conciseness, and accuracy in compliance with an internal style guide and the principles of equity and accessibility.

T-3 Index resources according to classification system rules for database consistency.

T-4 Establish and/or follow procedures for gathering and entering information about interim changes throughout the year.

T-5 Ensure information is formatted correctly for readability and usability across all public-facing platforms and any internal data connections.

Domain 3 - Disaster Resources (5%)

T-1 Maintain information about disaster-related resources relevant to the community served.

T-2 Update disaster resources immediately before an anticipated disaster and throughout the response, relief, and recovery periods.

T-3 Monitor external media and other information sources for information about new resources and changing situations.

T-4 Ensure disaster records adhere to an internal style guide and classification system use.

T-5 Implement any internally approved modified processes for adding, verifying, and reviewing resources and/or information during a disaster response.

Domain 4 - Quality Assurance (19%)

T-1 Review and evaluate database resources for adherence to inclusion/exclusion criteria and community needs.

T-2 Review and evaluate the application of the classification system indexing for accuracy and consistency.

T-3 Review and evaluate the completeness of data elements, including additions and updates for adherence to the style guide.

T-4 Review and evaluate the inclusion of resources against community needs and the internal ability to maintain the database. Prune as necessary.

Domain 5 - Reporting and Analysis (10%)

T-1 Prepare and/or review reports about resources in the database to support the creation of specialized publications, directories, guides, etc.

T-2 Extract (as needed), analyze, and comprehend information from the database for reporting purposes (e.g., community needs, agency referrals).

Domain 6 – Training and User Support (10%)

T-1 Train and support database users (e.g., community resource specialists, other internal staff, funders, human service agencies, and the public) to retrieve relevant information from the database.

T-2 Train and support staff from external organizations to provide new information and update existing information on their agency profiles.

T-3 Establish and maintain relationships and professional communication with internal and external users to facilitate database maintenance, accuracy, and growth.

Domain 7 – Professional Issues, Ethics and Development (5%)

T-1 Practice their profession in a manner consistent with the Inform USA Ethical Principles.

T-2 Engage in professional development activities to improve knowledge, skills, and the quality of the service they provide.

T-3 Maintain a high level of self-awareness and effectively manage priorities, and respond to stress and its effects through self-care and mutual support.

SKILLS/KNOWLEDGE STATEMENTS

In alphabetical order:

- S/K-1 Ancillary formats (e.g. information brochures, directories)
- S/K-2 Basic training and user assistance techniques
- S/K-3 Community human service needs, including unmet needs
- S/K-4 Confidentiality policies, practices, and requirements

- S/K-5 Database curation work in disasters
- S/K-6 Database updating policies
- S/K-7 Documentation techniques
- S/K-8 Editing and proofreading
- S/K-9 General structure of individual human service organizations
- S/K-10 Geographic and demographic understanding of the service area
- S/K-11 Inclusive language
- S/K-12 Inform USA Ethical Principles for Community Resource Specialists
- S/K-13 Information gathering techniques
- S/K-14 Interpersonal communication techniques
- S/K-15 Interviewing techniques
- S/K-16 Person-centered Language guidelines
- S/K-17 Principles of clear language writing
- S/K-18 Problem-solving skills
- S/K-19 Professional development and continuing education activities
- S/K-20 Research skills
- S/K-21 Resource database fields and elements
- S/K-22 Resource database inclusion/exclusion criteria
- S/K-23 Resource database reports
- S/K-24 Resource database structure
- S/K-25 Software and technical skills (e.g. Excel)
- S/K-26 Sources of human service information
- S/K-27 Structure of the overall human services sector
- S/K-28 Style guide and data entry principles
- S/K-29 Taxonomy and classification systems
- S/K-30 Use of Social media for information gathering and communication skills
- S/K-31 Validation of information sources
- S/K-32 Web Accessibility Guidelines