



CERTIFIED COMMUNITY RESOURCE SPECIALIST

JOB TASK ANALYSIS

This document represents an analysis of the primary Domains (D) of work, the Tasks (T) performed within those Domains, together with the Skills/Knowledge (S/K) applied by certified Community Resource Specialists in the practice of their profession. Community Resource Specialists are human service professionals whose communication skills, creative thinking, and problem-solving ability, aligned with their navigational knowledge of community, health, and human services, provides the critical link between client needs and the available options to meet those needs. Although the provision of information and referral (I&R) remains their core role, an increasing number of practitioners are involved in providing additional help at the point-of-contact such as eligibility assessment, service coordination, application assistance, and appointment setting. These roles also involve practitioners drawing upon a broader range of person-centered techniques and approaches.

Domain I – Rapport (20%)

T-1 Establish and maintain rapport throughout the contact by appropriately welcoming, engaging, and responding in a manner and tone appropriate to the situation.

T-2 Use active listening skills to recognize and acknowledge the client's needs or concerns.

Skills:

- Techniques for establishing and maintaining rapport (e.g., empathy, sensitivity, compassionate contact, validation, receptivity/leadership)
- Active listening techniques (patience, responsiveness, paraphrasing, reflecting, supportive silence)
- Techniques for recognizing and appropriately responding to cultural, ethnic, age, disability, gender preferences, and other demographic differences
- Techniques and approaches for person-centered counseling
- Techniques for responding to the emotional situation of clients (e.g., empathy, de-escalation, reassurance, support)
- Techniques for working with challenging behaviors
- Use of clear, natural language and appropriate tones of voice and inflection to convey empathy and engagement

Domain II – Assessment (20%)

T-3 Determine the client's need/problem (i.e., the problem/need), its disposition (e.g., information provision, assessment and referral, crisis), and the emotional state of the client.

T-4 Determine any actions previously taken, or assistance previously received, to refine the list of possible resources, and the assistance that may be needed.

T-5 Review, clarify, and confirm the assessment information with the client and make adjustments as necessary.

Skills:

- Self-awareness and ability to serve clients in an unbiased, non-judgmental, and culturally appropriate manner
- Effective questioning (open-ended, close-ended, clarifying, gentle probing)
- Techniques for assessing client readiness and ability to act
- Clarification and paraphrasing techniques

Domain III – Identification and Provision of Resources (25%)

T-6 Work with the client to prioritize needs and identify appropriate available resources based on the previous evaluation of personal strengths, available resources, and preferences.

T-7 Work with the client and engage in problem-solving to address situations where there are no available services/resources or where they are insufficient.

T-8 Provide the client with applicable resources in the requested format (e.g. text, email, phone)

T-9 As applicable, complete program specific intake forms as required by the organization to receive services.

Skills:

- Effective use of technology, including ability to respond via preferred communication methods
- Identification of appropriate community programs and services and their key information elements (e.g. eligibility, documentation required, application method, location, hours of operation, languages of service, transportation access, private payment options)
- Problem-solving techniques that can be harnessed when there is a lack of available resources
- Techniques for effectively searching community resources
- Provision of informed choice to clients

Domain IV – Advocacy and Empowerment (10%)

T-10 Determine possible barriers (e.g., technology, language barrier, secondary barriers) and the level of assistance and advocacy needed to help the client act on the selected options.

T-11 Provide coaching and resource-specific information to the client to maximize their effectiveness in obtaining assistance and services.

T-12 Close the interaction by summarizing conversation and clarify that the client does not require any additional information, referrals, or resources.

Skills:

- Provision of both advocacy and empowerment
- Techniques for effective closure of client contact
- Ability to recognize the signs and symptoms of stress (including PTSD) and its effects, and to respond appropriately

Domain V – Documentation (10%)

T-13 Complete the record of the contact and if necessary, document any required demographic information in addition to outcomes, client notes, follow-up notes, unmet needs, etc.

Skills:

- Nature and purpose of I&R documentation and reporting

Domain VI – Follow-up and Closure (5%)

T-14 Contact the client as appropriate to determine whether additional assistance is required. (check phrasing consistency)

T-15 Provide respectful and supportive closure by summarizing next steps when appropriate, expressing appreciation for the interaction, and inviting future contact as needed.

Skills:

- Techniques for effective follow-up
- Recognition of limitations and establishment of professional boundaries

Domain VII - Disasters, Emergencies and Crises (5%)

T-16 Provide quality I&R service before, during and following a disaster or other emergency or crisis event.

T-17 Utilize skills to remain flexible in a rapidly changing environment and adverse working conditions.

T-18 Understand emergency response delivery systems and types of services people typically need in disasters, emergencies, and crises.

Skills:

- Crisis assistance for individuals threatening suicide, homicide, or assault; victims of domestic abuse; child abuse/neglect; elder/dependent adult abuse/neglect; people experiencing a psychiatric emergency; human trafficking; persons with substance use disorders; and others in distress
- Responsiveness to disasters and emergencies, including the changing nature of I&R in these circumstances
- Stress management and self-care techniques

Domain VIII - Ethics, Professional, and Legal Issues (5%)

T-19 Provide services in a manner consistent with the Inform USA Standards and Ethical Principles.

T-20 Engage in professional development activities to continuously improve knowledge and skills, and therefore the quality of the service.

T-21 Comply with mandatory reporting laws while upholding ethical and legal responsibilities (e.g., client confidentiality, privacy regulations, and conflict of interest policies).

Skills:

- Legal and ethical principles regarding privacy and confidentiality
- Awareness of I&R organizational policies and codes of ethics
- Understanding of the Inform USA Standards and Quality Indicators
- Mandatory reporting requirements
- Participation in professional development and continuing education activities
- Openness to continuous improvement through training and coaching