



2020

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 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 (15%)

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

T-2 Obtain initial information through community outreach, website application and other methods, on those human service organizations that may meet resource database inclusion criteria to ensure the database continues to meet community needs.

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

Domain 2 - Database Maintenance (35%)

T-1 Conduct an annual update of all records within the resource database using a variety of methods. Prioritize records for special attention based on their importance to vulnerable people and the number of referrals and web visits generated.

T-2 Enter new and revised resource database information in compliance with an internal style guide, then review, edit, and proof information to ensure clarity, concision and accuracy.

T-3 Index according to classification system rules for internal consistency and hierarchical levels.

T-4 Establish mechanisms for gathering information about interim changes throughout the year.

T-5 Adjust quickly and responsibly to disaster situations.

Domain 3 – Technology and Data Dissemination (12%)

T-1 Collaborate with vendors, users, stakeholders, and other I&R programs to optimize the internal maintenance and external searchability of the resource database across the Internet and other systems.

T-2 Engage in projects that establish and disseminate print and online database portals to facilitate options that further the access to information, and to ensure those options are maintained.

Domain 4 - Quality Assurance (18%)

T-1 Review and evaluate database records at least annually for adherence to the style guide and inclusion/exclusion criteria, appropriate application of the classification system indexing, completeness of data elements including additions and updates, and overall accuracy.

Domain 5 – Reporting and Analysis (10%)

T-1 Organize, extract and analyze information from the database for reporting purposes (e.g. community needs, agency referrals, metadata, mapping of services). This role often involves being the liaison with programers.

T-2 Prepare and review reports to determine the impact of the database, specialized publications, directories, guides, etc.

Domain 6 – Training and User Support (6%)

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

T-2 Train and support staff from human service organizations to effectively submit new information and to update existing information on their agency profiles.

Domain 7- Professional Issues, Ethics and Development (4%)

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

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

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

- 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 Data transfer options (e.g. APIs)
- S/K-6 Database curation work in disasters
- S/K-7 Database updating policies
- S/K-8 Documentation techniques

- S/K-9 Editing and proofreading
- S/K-10 General structure of individual human service organizations
- S/K-11 Geographic and demographic understanding of the service area
- S/K-12 Information gathering techniques
- S/K-13 Interpersonal communication techniques
- S/K-14 Interviewing techniques
- S/K-15 Principles of clear language writing
- S/K-16 Professional development and continuing education activities
- S/K-17 Research skills
- S/K-18 Resource database fields and elements
- S/K-19 Resource database inclusion/exclusion criteria
- S/K-20 Resource database reports
- S/K-21 Resource database structure
- S/K-22 Social media skills
- S/K-23 Software and technical skills (e.g. Excel)
- S/K-24 Sources of human service information
- S/K-25 Structure of the overall human services sector
- S/K-26 Style guide and data entry principles
- S/K-27 Taxonomy and classification systems
- S/K-27 Understanding of the Inform USA Ethical Principles for Community Resource
- S/K-28 Specialists
- S/K-29 Validation of information sources