

Community Data & Partnerships Coordinator (211 / 988 WellSky Resource & Reporting)

Department: Operations

Status: Full-Time, Non-Exempt

Location: Walnut Creek, CA (Onsite)

Salary Range: \$30.00 – \$35.00 per hour *(depending on experience)*

About the Contra Costa Crisis Center

The Contra Costa Crisis Center (CCCC) operates Contra Costa County's **211 Information & Referral system** and **988 Suicide & Crisis Lifeline**, providing critical access to services, crisis intervention, and community-based resources for residents across the county.

Position Overview

The **Community Data & Partnerships Coordinator** is a non-exempt operations role that supports the maintenance and day-to-day functioning of the Crisis Center's 211 resource database and related data systems supporting Information & Referral and crisis services, including the WellSky platform.

This position works under established procedures and in coordination the direction of senior Operations leadership and supports system maintenance, data integrity, reporting preparation, and provider updates. The role is appropriate for candidates with **foundational I&R or data systems experience** who are developing skills in system configuration, reporting, and InformUSA standards.

This is **not** an IT infrastructure or technical support role.

Key Responsibilities

Data & Database Support

- Enter, update, and maintain community resource records in the 211 database in accordance with established standards and procedures.
- Conduct routine verification and follow-up with providers to ensure listings are accurate and current.
- Apply InformUSA taxonomy and eligibility criteria **under guidance**.

WellSky System Support

- Support the maintenance of assessments, data fields, and workflows within WellSky as directed.
- Assist with report preparation, data pulls, and documentation for internal use, contracts, and quality assurance.
- Identify data inconsistencies or issues and escalate as appropriate.

Quality Assurance & Operations Support

- Assist with data audits and quality checks.
- Support internal teams by responding to data-related questions and requests.
- Provide backup support to 211/988 operations as needed and trained.

Community & Provider Coordination

- Communicate with community providers to update service information and eligibility details.
- Participate in meetings or trainings related to community resources and service navigation, as appropriate.
- Performs other related duties as assigned, consistent with the scope and responsibilities of the position.

Qualifications

- Associate's or Bachelor's degree in human services, public health, data management, or a related field, or equivalent experience.
- Some experience in **211, Information & Referral, crisis services, or human services data systems** preferred.
- Familiarity with **WellSky or similar platforms** preferred.
- Interest in developing skills related to InformUSA standards, reporting, and system configuration.
- Strong attention to detail, organization, and follow-through.
- Ability to work collaboratively in a structured, fast-paced environment.

Professional Development

This role provides opportunities to build experience in:

- InformUSA standards and taxonomy
- WellSky system functionality
- I&R data quality and reporting
- Cross-functional operations in a crisis services environment

Advancement to more senior roles depends on organizational needs, demonstrated competency, and available positions.

Application Process

Applications will be reviewed on a rolling basis.

Our Values

Compassion | Integrity | Equity | Collaboration | Excellence

We believe every person in crisis deserves dignity, empathy, and skilled support — and that the professionals who provide that support deserve strong leadership, structure, and care.

Contra Costa Crisis Center is an equal opportunity employer. Reasonable accommodations are provided to qualified applicants in accordance with federal and California law.