

Work Remotely and Make a Difference in Your Community!

Since 1981, 211 LA has been a leader in the Information and Referral industry by providing access to comprehensive social services and disaster support for Los Angeles County residents, 24 hours a day, seven days per week.

POSITION: Director of Resource **REPORTS TO:** Senior Director of Information and Referral
STATUS: Full Time/Exempt **DEPARTMENT:** I&R

POSITION SUMMARY:

The Director of Resource will be responsible for directing the maintenance and integrity of 211 LA's resource database, directing staff to ensure 211 LA County complies with contract requirements and Inform USA database development and maintenance standards. The Director of Resource will review and develop strategies for managing the database and maintain relationships with County department liaisons, service providers, and other key stakeholders.

POSITION ESSENTIAL FUNCTIONS INCLUDE BUT ARE NOT LIMITED TO:

- Manage and maintain the resource database, ensuring data accuracy, content integrity, and quality control; oversee ticket submission and resolution, and conduct regular audits to uphold Inform USA accreditation standards.
- Analyze service gaps and recommend taxonomy term additions and modifications to ensure the database remains current and accurate.
- Oversee Resource Department activities including staff performance management, professional development, coaching, and training; identify internal training needs and coordinate onboarding and training programs for new Resource Writers.
- Direct the annual resource database update process, including survey design, implementation, progress monitoring, and results tracking, ensuring compliance with County contract requirements and the timely completion of all annual updates.
- Monitor and manage Resource Writer performance to ensure compliance with established productivity, quality, and timeliness standards; review individual and team performance metrics, provide coaching and corrective action when necessary, and implement strategies to improve departmental performance and achieve organizational goals.
- Establish and monitor departmental performance, develop annual work plans and operational goals, analyze performance trends, and implement corrective action plans to

ensure successful achievement of contractual, accreditation, and organizational objectives.

- Identify key stakeholders and foster strong relationships through consistent communication; develop and maintain alliances, partnerships, and affiliations with community organizations, agencies, their boards, and committees.
- Maintain and redesign the style guide to support the agency and uphold Inform USA standards.
- Provide guidance and support for planning, workflow development, and capacity building; initiate ideas, assess risks, delegate tasks, and ensure follow-through on projects.
- Ensure compliance with resource-related contracts, Inform USA standards, and organizational policies; maintain required documentation, and implement corrective actions when compliance risks are identified.
- Generate and analyze data from the resource database to support report preparation, leadership decision-making, and monthly activity reporting.
- Collaborate with internal teams to assess database system needs, troubleshoot issues, and support software improvements.
- Perform special assignments and other duties as assigned in accordance with established Agency mission and values.

IDEAL CANDIDATE WILL HAVE:

- Proven experience in resource database management.
- Strong knowledge of project management principles.
- Demonstrated problem-solving skills and ability to resolve challenges in a timely manner.
- Comfortable working in a rapidly changing environment with political sensitivity.
- Experience in leading cross-sector and inter-agency collaboration.
- Excellent communication skills and a customer service-oriented attitude.
- Thorough understanding of social services delivery and the importance of sensitive information protection.
- Ability to work effectively with diverse cultures and backgrounds.
- Proficiency in Microsoft Office and Google Workspace.
- Previous experience in program development and management.
- Availability at short notice for undetermined schedule, as required, to respond to County emergency response in the event of an unforeseen emergency or disaster
- Minimum of 2 years of team management experience.
- Minimum of 3 years of experience assisting or managing projects and/or programs.
- Bachelor's or Master's Degree in a relevant field or equivalent experience.

COMPENSATION: \$85,000

TECHNICAL REQUIREMENTS:

- Solid internet connection (50 Mbps).
- Quiet workspace without distractions.
- Ability to work independently and comply with job description requirements/expectations.

PHYSICAL DEMANDS:

As the Director of Resource, you may be required to work at a desk, conference table, and a computer for extended periods. Additionally, you may need to walk, sit, stand, lift up to 25 pounds unassisted, set up tables and canopies, and drive to attend meetings and events. These specifications are general guidelines based on the minimum experience considered essential for the satisfactory performance of this job.