



Community Initiatives

Position: Director, Community Service Response Center
Reports To: Vice President, Community Initiatives

Job Summary

Oversees accessibility and accuracy of Information & Referral (2-1-1) services statewide; ensures that UWCA attains and maintains Inform USA Accreditation; develops and maintains a continuum of referral resources with documented follow-up to assess efficacy of service system in UWCA catchment area and to inform UWCA impact funding strategies.

Responsibilities

- Manages a 2-1-1 response system in UWCA catchment area
- Serves as liaison with EMA, VOAD and other agencies related to disaster planning and response
- Establishes and maintains a system to follow-up with callers on referrals to assess referral responsiveness and caller satisfaction
- Serves as liaison to Corporate Assistance clients
- Conducts calls with clients and community members to provide resources and case management services as needed
- Serves as the Birmingham Disaster Call Center Director when the disaster call center is activated
- Ensures and maintains compliance with UWCA's Response Center Inform USA certification standards and reaccreditation process
- Provides training supervision to all CSRC staff and ensures compliance with Inform USA standards and grant requirements
- Develops and maintains an effective marketing strategy for 2-1-1
- Represents 2-1-1 at community meetings, speaking engagements, and with community groups
- Provides leadership for quality assurance and quality improvement
- Participation in Community Initiatives' Continuous Quality Improvement Plan
- Maintains monthly and annual compliance and deliverables with all grants and projects related to 2-1-1 services
- Other duties as assigned

Qualifications

Knowledge & Skills

Inform USA Community Resource Specialist certification preferred
Excellent interpersonal, communications, public speaking and presentation skills
Experience in MS Office and basic data entry preferred
Working knowledge of community services and resources
Proficient in data analysis and projections
Proficient in program development
Proven networking skills
Excellent supervision skills
Budgeting skills

Education/Experience

Master of Social Work or related degree, license preferred.
5 years supervisory and case management experience
Experience managing grants preferred

Requirements

Valid Alabama driver's license
Reliable transportation
Proof of automobile insurance commensurate with State law
Background checks to include but not limited to criminal record, drug screen, and TB test
Normal office environment with occasional afterhours and/or weekend work required and some travel
Must meet and maintain eligibility requirements to be insured by UWCA's insurance

Employee Signature

Date

Supervisor Signature

Date