



Job Description

Job title	Resource Database Specialist (Community Resources Specialist)
Reports to	Director of Information & Assistance

Job purpose

The Resource Database Specialist will develop and maintain relationships with agencies and community groups that assist all populations, with an emphasis on, but not limited to, health and disability-related resources in region 1-A; and provide maintenance of resources data files used by I&A (Information & Assistance) Community Resource Specialists. This is a full-time regular, non-exempt position.

Core Competencies

This individual must be able to demonstrate strong analytical and problem-solving skills, exercise sound judgment, activities. The person should be forward-thinking and creative, with high ethical standards, and an appropriate professional image. Operate as a strategic visionary with effective communication, sound technical skills, analytical ability, good judgment, and strong operational focus. Understand and respect the needs of database users, and an interest and knowledge about the human services delivery system. A commitment to update and improve the database. Be a well-organized and self-directed individual who is a team player.

Servant leadership:

The individual should have exceptional listening skills, high level of energy and integrity; compassion for elderly and the community and staff; is centered and mature; exercises durability, adaptability, and a sense of humor. Values fun in the workplace as an integral instrument of staff motivation and operates with a spirit of excellence.

Essential Duties and Responsibilities

Strategy

- Responsible for maintaining and updating a current, comprehensive resource database in accordance with all policies and procedures.
- Assist with training contact center staff and volunteers on the use of Information and Referral database & other technical aspects of the Call Center
- Assist in the maintenance of the database manuals detailing policy and procedures.
- Participate in system testing, troubleshooting, and working with vendor and staff to rectify identified issues.
- Verify, organize, and abstract data collected, as necessary.
- Participate in workgroups as assigned and as they pertain to information resource management, program effectiveness, data collection, and dissemination.
- Maintain confidentiality of sensitive agency and client information
- Surveys agencies in the Community Resource database bi-annually
- Review call center records for monthly reports and quality control purposes and liaison with Director regarding errors and discrepancies
- Ability to create written abstracts that can quickly convey essential concepts that thoroughly and clearly describe the agency's services, including where relevant: target populations, eligibility criteria, areas served, application procedures, etc.
- Accurately summarize an agency's program and index the services using the AIRS/Taxonomy of Human Services
- Assist in the development and Implementation of a quality assurance process for the database.
- Assist with all website/internet related activities and processes including all approved applications of the community resources database.
- Review the inclusion/exclusion policy for the resource database annually.
- Ability to research, collect, write, edit, and proof all resource materials.

- Serve as the I&R (Information & Referral) link between DAAA (Detroit Area Agency on Aging) and the community.

Qualifications

Education:

- Associate degree in social work or related field (Bachelor’s degree preferred), or an equivalent combination of education and experience.
- Strong organizational skills with consistent attention to detail and accuracy.
- Effective communication skills including written, verbal, and interpersonal communication.
- Strong computer skills, including proficiency in database systems and Microsoft Office Suite (Word, Excel, PowerPoint, and Outlook).
- Productivity driven with a focus on measurable results.
- Critical thinking and problem solving.
- Ability to work independently, as well as, in a team-oriented environment.
- The ability to establish and maintain positive and diverse working relationships is necessary.
- Should be able to troubleshoot and have knowledge of programming and scripting languages and know how to install software and initiate upgrades when necessary.

Experience:

- Inform USA, formerly known as the Alliance of Information and Referral Systems (AIRS) Data Base Curator certification preferred.
- Experience in computer science, information technology or databases and administration can prepare a person for a job in database administration preferred.
- Bilingual preferred.

Working conditions

Hours of operation are 8:30am to 5:00pm.

Hybrid work model: 5-day work schedule; three (3) days minimum in office, with the flexibility of working remotely on the remaining days, and/or reporting to the office for business continuity as needed.

Physical requirements

The person in this position must be able to:

- Remain in a stationary position 50% of the time.
- Occasionally move about inside the office to access office machinery, etc.
- Constantly operates a computer / phone and/or other office productivity machinery, such as copy machine, and computer printer, etc.

FLSA Status

Non-Exempt

Salary

Competitive salary

Leadership Signature:	
Date approved:	
Employee Signature & Date:	

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