



POSITION DESCRIPTION

POSITION: Resource Navigator, 2-1-1
REPORTS TO: Director, Navigation Center, 2-1-1
LOCATION: Chicago, IL- Hybrid, onsite 2 days per week, Local candidates only
GRADE: 4
FLSA: Hourly, Non-Exempt (**\$20.00 per hour**)

POSITION OVERVIEW

Similar to 9-1-1, 2-1-1 is a nationally recognized, easy to remember phone number that quickly and effectively connects people in need with resources. In the case of 2-1-1, the connections are to human services and community resources tailored to meet caller needs. The 2-1-1 service is widely available across the country and is being launched in Chicago and Cook County.

The 2-1-1 Resource Navigator is the heart of 2-1-1, trained and certified to interact with a person in need, provide the best referrals available, and follow-up to make sure assistance has been received. The individual handles customer inquiries by phone, text, chat, or email from individuals seeking assistance with human services information or resources while maintaining the confidentiality of the caller. The individual handles sensitive information and adheres to HIPAA compliance. The individual ensures that responses to inquiries are completed timely and according to established service and the Alliance of Information and Referral Systems (AIRS) quality standards. This position focuses on showing empathy, patience, compassion, and professionalism while referring callers to the appropriate human service agencies that have the necessary resources to assist them with their basic needs of food, clothing, and shelter, etc. This essential skill requires flexibility, empathy, and cultural competence to support diverse populations in navigating social determinants of health and overcoming barriers to essential services.

****THIS POSITION IS A HYBRID POSITION (2 DAYS IN OFFICE REQUIREMENT) THAT WILL OPERATE 24 HOURS A DAY, 7 DAYS A WEEK. NAVIGATOR ROLES ARE FULL-TIME (40 HOURS A WEEK.)****

This role requires employees to work onsite at our Chicago offices two days per week, with flexibility for this requirement to change based on business needs. Employees may also be asked to come into the office more frequently due to performance-related concerns or operational demands.

Work is primarily performed in an office environment, where the noise level is typically quiet to moderate. Employees should be prepared to handle a high volume of calls while maintaining focus and professionalism. The work environment characteristics described here are representative of those encountered while performing the essential functions of this role

CORE RESPONSIBILITIES

- Respond to **inbound/outbound** phone calls, text messages, and online chats with professionalism and empathy.
- Provide high-quality **information and referrals** to social and human service agencies based on caller needs.

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- Demonstrate **active listening and cultural competency** when supporting individuals from diverse backgrounds.
- **Manage high call volumes** while maintaining quality standards in communication and documentation.
 - Maintain confidentiality and adhere to **HIPAA compliance** regulations
- **Data Entry & Documentation:**
 - Accurately input data into the **iCarol system of record** while handling real-time conversations.
 - Summarize calls and complete required screening questions.
 - Maintain accurate **timekeeping** records.
 - Conduct timely **follow-up** via phone or text to ensure services were received.
- **Quality & Process Improvement:**
 - Meet and exceed **production, quality, and adherence standards**, including **AIRS accreditation** requirements.
 - Elevate complex cases or urgent situations to supervisors as needed.
 - Participate in **ongoing training** to improve knowledge of resources and enhance service delivery.
 - Support **data integrity efforts**, including record updates and data cleanup tasks.
- **Additional Responsibilities:**

ADDITIONAL RESPONSIBILITIES

- Respond to **special project inquiries** via text and chat.
- Responds to text and chat for special projects
- Perform other duties as assigned to support the mission of 2-1-1.

REQUIRED QUALIFICATIONS

- Required: High School Diploma or GED and at least two years of customer service experience such as retail, healthcare, and financial services
- Preferred: Bachelor’s degree in social work or health or human services related field plus two or more years of experience in health or human services, social work, or related non-profit organization

KNOWLEDGE, SKILLS & ABILITIES

- Required:
 - Ability to calmly handle high-volume calls and treat callers with dignity, respect, compassion, understanding, and empathy
 - Minimum typing speed of 40 words per minute
 - Comfort with technology to include typing while speaking on the phone, reviewing multiple screens, utilizing text and chat, and using Office products including Outlook email
 - Demonstrated ability to accurately record summary of call and ask required screening questions
 - Excellent verbal and written communication skills; ability to communicate clearly to individuals with varying levels of comprehension and language proficiency
 - Excellent telephone etiquette, including exhibiting friendliness while controlling the conversation
- Preferred:
 - Bi-lingual

CERTIFICATION & LICENSES

- Required: Completion of AIRS Certification upon becoming eligible
- Preferred: AIRS Certification at the time of hire

PHYSICAL DEMANDS

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- Sedentary: Exerting up to 10 lbs. of force occasionally and/or a negligible amount of force frequently to lift, carry, push, pull, or otherwise move objects, including the human body. Involves sitting most of the time but may involve walking or standing for brief periods of time.

TRAVEL REQUIREMENTS

- Occasional travel within the region via ground transportation

AVAILABILITY REQUIREMENTS

- Navigators should have open and flexible availability to day time and , nights, weekends, and holidays to support the 24/7 call center operation.

PERSONAL ATTRIBUTES

- Guided by a clear set of Core Values and Behaviors – *Equity Minded, Passionate About the Work, A Good Teammate and Curious*, you will join an impressive group of individuals and contribute your diverse set of experiences, skills and characteristics to the organization
- Accepts guidance and responds well to feedback
- Displays maturity, good judgment, enthusiasm and personal motivation
- Strong interpersonal skills including the ability to anticipate workload and effectively cultivate and leverage relationships with colleagues to meet deadlines
- Collaborative entrepreneurial spirit, ability to multi-task and prioritize concurrent projects and day-to-day tasks within a high production and fast-paced environment

BENEFITS OFFERED:

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| ▪ Medical, Dental and Vision | ▪ Paid Parental Leave | ▪ 401k Plan |
| ▪ Life and AD&D Insurance | ▪ Paid Family Leave | ▪ Paid Time Off including Personal Time, Sick Time & Paid Holidays |
| ▪ Disability Leave | ▪ Employee Assistance Program | |

TO APPLY: Candidates must officially apply through our [website](#) with a cover letter and resume along with two writing samples that best demonstrate their recent work.





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The responsibilities listed above are intended to describe the general nature and scope of work required in the role. The above is not intended to be an exhaustive list of all responsibilities and duties required. The incumbent may be asked to perform other duties as assigned.

We believe the term “diversity” incorporates all the characteristics that make us both alike and unique: our backgrounds, cultures, nationalities, lifestyles, identities, gender, points of view, approaches to solving problems, ways of working, and views of personal and career success.

It is the intent of United Way to follow both the letter and the spirit of local, state and federal laws governing Equal Opportunity Employment as those laws exist today and as they may change in the future.

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