



## **JOB DESCRIPTION**

**TITLE:** Community Resource Specialist

**LAST UPDATED:** 6/9/15

**DEPARTMENT:** IMPACT 2-1-1

**FSLA STATUS:** Non-Exempt, Hourly

**REPORTS TO:** IMPACT 2-1-1 Program Assistant

**WORK WEEK:** Varies

**REPORTING TO THIS POSITION:**

**PAY RANGE:**

- None

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Nothing in this position description restricts management's right to assign or re-assign duties and responsibilities to this job at any time.

### **Position Summary**

As a member of the IMPACT 2-1-1 team, provide quality support to all of IMPACT and its' outside customers demonstrating IMPACT's philosophy of customer service, teamwork and value added. Answers IMPACT 2-1-1 information and referral line and its tie-in agency's incoming communications. Community Resource Specialists provide the following services: problem assessment, problem solving, information and referral, and assistance in the development of an action plan to customers within the scope of family, health, and social services that appropriately meets their needs.

### **Principal Responsibilities**

- Provides assessment, problem solving, information and referral, and crisis intervention when necessary in an empathetic and nonjudgmental manner.
- Assists customers in developing an action plan.
- Asks all customers permission to conduct a Customer Satisfaction Survey during the initial call.
- Accurately documents customer contacts in a computerized database and other means.
- Provides advocacy for customers experiencing difficulties or lacking in abilities needed to make effective contacts with agencies, programs or groups.
- Participates in ongoing training and staff meetings.
- Keeps informed of and demonstrates knowledge of all special service programs.
- Ability to effectively work in and adapt to ongoing necessary changes.
- Works varying work schedules.
- Ensures that IMPACT is compliant with applicable federal, state, and local laws ensuring client confidentiality.

### **Background / Education / Experience**

- Bachelor's degree or equivalent work experience.
- AIRS Certified Information and Referral Specialist (CIRS) or willingness to become a CIRS.
- A minimum of one-year customer service experience.
- Social services-related experience preferred.

**Knowledge / Abilities / Skills**

- Computer proficiency necessary.
- Exceptional customer service skills, both internally and externally.
- Able to work effectively in a team-oriented environment.
- Exceptional verbal and written communication skills.
- Good judgment, problem solving and decision making skills.
- Bilingual ability preferred.
- Possesses cultural competency skills to work effectively with diverse customers and staff.
- Ability to respond effectively to a variety of callers' social service needs.
- Ability to adapt to and apply on-going program development changes.

**Physical and Mental Demands**

Exposed to normal office environment. Will use phone, computer, keyboard, and screen on a regular basis. While performing the duties of this job, the employee is regularly required to talk and hear. The employee frequently is required to use hands to grasp, handle or touch objects. The employee is often required to stand, walk, sit, and reach above shoulders. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

I have had an opportunity to review the contents of this job description and understand the basic requirements of my position. I further understand that my performance will, at a minimum, be assessed based on its contents as well as the opportunity for my position to change as business needs warrant.

\_\_\_\_\_  
Employee Name (Please Print)

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Manager/Supervisor (Signature)

\_\_\_\_\_  
Date