

**DISTRICT XI HUMAN RESOURCE COUNCIL
POSITION ANNOUNCEMENT**

Position: Community Information and Referral Services Coordinator
Schedule: 40 hrs./week; Monday – Friday
Compensation: \$15.00/hr. plus an excellent benefit package that includes health, vision, dental, retirement, etc.
Opening Date: November 21, 2017
Closing Date: Screening will begin November 28, 2017
Applications received after that date may be considered.
Position is open until filled.

Job Summary:

This position has the responsibility to see that the objectives of the HRC 2-1-1 Information and Referral Service, and Continuum of Care Front Door and Coordinated Entry services are met. This involves working within the guidelines of the Corporation, working with funding agents in order to assist in the development and maintenance of the 2-1-1 budget, and promoting and enhancing 2-1-1 services, as well as providing front door services for coordinated entry in the Missoula, Mineral & Ravalli County service area. This position performs on-line duties as necessary. This position has responsibility for training and supervising Information and Referral Specialists, and training community partners to utilize 2-1-1 software for Coordinated Entry and Continuum of Care Front Door services.

Minimum Qualifications:

Combination of education and experience equivalent to a bachelor's degree in social work or a related behavioral science. The position requires a minimum of two years administrative experience dealing with the public. Supervisory and public speaking experience is preferred. Other combinations of education and experience, which could provide the necessary knowledge, skills and abilities, will be evaluated on an individual basis.

Required minimum qualification levels, duties and responsibilities of this position are detailed in the job description included in the application packet.

APPLICATION PROCESS

Application packet, including full job description, available at:

Human Resource Council
1801 South Higgins Avenue
Missoula, MT 59801

You may request the Application Packet electronically by contacting Lina at lina@hrcxi.org, call HRC at 728-3710 or download on our website at www.humanresourcecouncil.org

To be considered for the position, a completed HRC Application for Employment and any other related information must be returned to the Human Resource Council, 1801 South Higgins, Missoula, MT 59801.

Human Resource Council is an Equal Opportunity Employer.
Reasonable accommodations are provided in the hiring process for persons with disabilities.

DISTRICT XI HUMAN RESOURCE COUNCIL, INC.

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| Department: Community Referral Services | Job Description | |
| Job Description Title: Community Information and Referral Services Coordinator | FLSA Status: <i>Non Exempt</i> | Pay Grade: <i>09</i> |
| Accountable To: Executive Director | Position Status: <i>Full-time</i> | |
| Prepared By: Casey Gallagher and Jim Morton | New/Revision Date: 11/20/2017 | |

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Expectations:

- Report to work on time each scheduled day.
- Be courteous and treat company employees, customers, and the public with respect.
- Clearly communicate questions and/or concerns to your supervisor when they arise.
- Maintain appropriate communications with supervisors and co-workers.
- Perform other duties as assigned, which require similar knowledge, skills and abilities.

Essential Duties and Responsibilities and Expectations:

A. Community Resource Networking

1. Work with the community resources to become familiar with the programs available and any changes and updates.
2. Generate and report information gathered from individuals accessing 2-1-1 to alert and encourage community leaders and policy makers to address gaps in services.
3. Identify high demand on limited resources, and assist in coordinating referrals.
4. Expand the scope, awareness, and use of 2-1-1 services, the Community Service data source, and the Internet web site. This is done by attending community meetings to provide information and

answer questions for the general public, networking with other agencies, and cooperating with other service providers to coordinate and integrate community resources.

5. Upgrade and enhance the program in a manner consistent with the guidelines of the Corporation, funding sources, and the Alliance of Information and Referral Systems.
6. Engage and participate with Montana 2-1-1 partners to maintain and support the montana211.org website and the common goals of 2-1-1 services across the state.
7. Perform assessment and referral duties and operate the Information and Referral line as needed.
8. Travel to meetings outside of the Missoula office, including travel to Mineral and Ravalli County 2-1-1 service area, and to statewide meetings in other locations as needed.
9. Represent District XI Human Resource Council under the direction of the Executive Director.

B. Reports, Data Base & Miscellaneous

1. Continually update and maintain the systematically organized resource database to insure that information about human services is accurate and reliable.
2. Provide statistical data for reporting purposes as requested.
3. Assist in the development of the budget for the program. Assists in the preparation of the necessary applications for funding. Keeps track of funding sources to ensure the spending availability.
4. Assist with corporate-wide information collection as needed.
5. Monitor and disburse community services information via available communication resources.
6. Make periodic reports to the Alliance of Information and Referral Systems (AIRS) and maintain AIRS certification.

C. Supervision

1. Plan and direct the work of the 2-1-1 services staff.
2. Make recommendation regarding the updating and revising of job descriptions as needed.
3. Review and understand the Corporation recruitment and selection procedures to ensure consistency and compliance with EEO, legal hiring practices, and internal policies and procedures.
4. Set the job standards and submit performance appraisals in a timely manner.

5. Become thoroughly familiar with HRC personnel policies and procedures and inform staff members supervised of any changes that may occur.
6. Make appropriate personnel decisions that do not require higher approval, and submit others as a recommendation to the Executive Director.
7. Take required disciplinary action following the grievance procedure and EEO requirements.
8. Determine appropriate training needs to meet the program goals and objectives, and make the necessary recommendations to include AIRS training requirements.
9. Provide new employees the employee orientation packet, answer questions, and make introductions to the staff.

D. Continuum of Care Front Door and Coordinated Entry Services

1. Work with software provider on any changes to Coordinated Entry software.
2. Add users to the iCarol system after confirming that appropriate training and agency and user agreements are in place.
3. Train new users of Coordinated Entry System.
4. Ensure that 2-1-1 staff members are entering data from callers into Coordinated Entry System as appropriate.
5. Participate in community Coordinated Entry and Continuum of Care Front Door Services meetings.
6. Participate in the creation of new protocols and the revision existing Front Door and Coordinated Entry protocols as needed.
7. Problem solve with users and others as issues arise with the Coordinated Entry database.
8. Provide information about Continuum of Care Front Door and Coordinated Entry services and how it works in HRC's service area.
9. Consult with community partners on the development of an appropriate format for aggregated data contributed by local organizations to support Coordinated Entry and Continuum of Care needs.
10. Release data reports to the public as needed.

Minimum Qualifications

Other combinations of education and experience, which could provide these knowledge, skills and abilities, will be evaluated on an individual basis.

Education and Experience:

- Combination of education and experience equivalent to a bachelor's degree in social work or a related behavioral science.
- The position requires a minimum of two years administrative experience dealing with the public.
- Supervisory and public speaking experience is preferred.
- Experience working with a diverse population is required.
- Experience with routine daily use of computers, and working knowledge of the internet.

Knowledge, Skills and Abilities

- Background in assessing community resources and how they interrelate to individual need for assistance.
- Knowledge of computers and database systems.
- Knowledge of supervisory techniques.
- Knowledge of organizing, setting priorities, and time management practices.
- Ability to communicate with persons of divergent backgrounds.
- Ability to communicate effectively orally and in writing, and to establish good working relationships with employees, other organizations and the general public.
- Ability to promote and educate the public about a service or product.
- Ability to work in a team oriented approach.

Special Requirements:

Valid Montana State Drivers License, or ability to obtain one and insurable on company policy. Must have use of personal vehicle.

Technology Used:

Computer equipment used in computer networking, 10 key calculator, copier, multi-line phone, and presentation and communication devices. Software including data tracking for 2-1-1 and Coordinated Entry, electronic time sheet, Microsoft Office.

Physical Demands and Work Environment:

The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work is performed primarily in a normal office setting, travel to out of office meetings may be required. Must travel and drive in all types of Montana weather. Hand-eye coordination is necessary to operate computers, various pieces of office equipment.

Required Employee Tools and Clothing:

Professional attire appropriate to an office setting.

Supervisor Signature: _____

Date _____

The above statements are intended to describe the general nature and level of work being performed by the individual assigned this position. This job description is not intended to be an exhaustive list of all responsibilities, duties and skills of the employees in those positions(s).

I have read and accept the duties and responsibilities as outlined. I have also been given the opportunity to discuss any questions or concerns regarding any or all of the above directly with my supervisor prior to signing this document. Further, I agree to notify my supervisor immediately in the event that I am unable to fulfill any or all of the duties as outlined above.

I understand that DISTRICT XI HUMAN RESOURCE COUNCIL, INC. reserves the right to revise or change this job description as the need arises.

Employee Acknowledgement and Signature

Date

Printed Name