



## Resource Specialist

### Job Description

**Company Background:** 2-1-1 Orange County is a non-profit agency, serving as the comprehensive information and referral system for the county. 211OC provides a resource database of health and human services and support, accessible 24 hours a day, 7 days a week online and through our multi-lingual hotline, connecting people quickly and effectively to existing programs and disaster response information. 211OC also serves as the HMIS Lead Agency for Orange County, managing the Homeless Management Information System (HMIS) database and Coordinated Entry System (CES). 211OC participates and plays a vital role in our Continuum of Care's goal of ending homelessness in Orange County.

**Position:** Under the direction of the Sr. Operations Manager, the Resource Specialist is primarily responsible for managing and maintaining the records in the 2-1-1 OC resource database, ensuring that they are up-to-date, accurate and consistent.

**Benefits:** Eligible

**Status:** Non-Exempt, Hourly

**Wage:** 14.50

**Reports to:** Sr. Operations Manager

**Supervises:** None

**Work Schedule:** Must be able to commit to working 40 hours per week, typically weekdays. Schedule will change as needed, and flexibility is required. Must be able to travel occasionally for site-visits.

### QUALIFICATIONS

#### Education/Experience:

- High School degree or other equivalent experience transferable to this position
- 6 months prior experience providing information and referral services, managing databases, or related experience in the human service field is preferred

#### Required Skills:

- Excellent professional communication skills (verbal and written), including public speaking skills
- Strong comprehension and analytical skills
- Strong organizational skills and attention to detail
- Active listening and assessment skills
- Independent decision making skills
- Ability to maintain a calm and sensitive demeanor
- Professional telephone etiquette skills

## **JOB DUTIES**

### **Primary Duties:**

- Manage the 2-1-1 OC resource database and develop expertise in use of all front-end, back-end, and administrative features
- Initiate organization information updates in the 211OC resource database, and follow up on requests to agency directors and managers
- Maintain the records in the resource database, ensuring that they are up-to-date, accurate and consistent
- Research services available in the community and assist agencies in completing application and update forms
- Develop a working knowledge of Alliance of Information and Referral Systems (AIRS) Taxonomy and Standards and how they are applied in the 2-1-1 OC Resource Department
- Develop and maintain strong professional relationships with service providers

### **Secondary Duties:**

- Assist Information and Referral Specialists in finding appropriate referrals for clients
- Respond to service providers' concerns
- Support Resource Department volunteers in their projects
- Assist in updating of department policies, procedures, scripts, forms, etc. as needed
- Attend community meetings of service providers and outreach events for the public as a representative of the 2-1-1 OC Resource Department, as needed
- Assist in training new staff and volunteers and creating training materials
- Perform other duties as assigned

**Physical Activity:** In the course of performing this job, the incumbent typically spends time sitting, walking, standing, listening/speaking, writing and operating a personal computer. May be required to drive an automobile or use public transportation to attend meetings within the community. He or she is expected to lift and carry office records and supplies up to 15 lbs on an occasional basis. Reasonable accommodations may be arranged to enable individuals with disabilities to perform essential duties of the job.

**To Apply:** Please send your resume; and a cover letter expressing your interest in the position and detailing the experiences and skills that make you a good fit for the position to Amy Arambulo, [aarambulo@211oc.org](mailto:aarambulo@211oc.org).

*2-1-1 Orange County is an Equal Opportunity Employer*