

211 Information and Referral Specialist

Job Description

Job Title: 211 Information and Referral Specialist
Department: 211
Reports to: 211 Program Director
Status: Full Time
FLSA Classification: Nonexempt
Date: June 3, 2025

Mission:

United Way Fox Cities (UWFC) improves lives by bringing diverse people together to build a stronger, more caring community for everyone.

Core Values:

Accountability, Community, Caring, Integrity, Commitment

Summary:

The 211 Information and Referral Specialist (Specialist) is responsible and accountable for delivering quality, professional information, and referral services to callers. The Specialist serves as the front-line representative to the public, responds to incoming calls/texts/chats and makes follow-up calls on a scheduled basis. Contacts range from requests for simple information to complex cases with multiple needs requiring time spent on advocacy and/or crisis intervention.

Duties/Responsibilities:

Phone Specialist

- Answers incoming calls/texts/chats on an assigned schedule.
- Assesses caller's needs and makes accurate referrals to appropriate agencies, programs, and services.
- Provides crisis intervention to callers according to established protocols.
- Research answers to new questions and requests for unknown services according to established protocols.
- Advocates for individuals who are experiencing difficulty or lacking the ability needed to make effective contact with agencies, programs, and services in partnership with 2-1-1 Director.
- Schedules and makes follow-up calls according to established protocols.
- Accurately records transaction information on all caller contacts.
- Works effectively as a team member in a shared work environment.
- Attends team meetings, on-site trainings, conferences, and workshops to improve professional skills.
- Stays informed on broad social issues and changes that impact human services.
- Maintains INFORM USA Accreditation quality assurance goals.
- Represents United Way 2-1-1 effectively to agencies and groups both on the telephone and in person.
- Works extended hours as needed, related to disaster management.

Other

- Assist with maintenance of the 2-1-1 database, as needed.
- Assist with data analysis and reporting.
- Follow department and office management procedures as developed.
- Attend United Way Fox Cities' functions as requested.
- Attends community meetings, agency fairs, and training as requested.
 - Perform other administrative duties as assigned.

Reasonable accommodation may be provided to enable individuals to perform the essential functions.

Education and Experience:

- Associate degree, or equivalent experience, in Human Services or related field required. Bilingual applicants (English/Spanish) preferred.

Required Skills/Abilities:

- Ability to learn new skills, adapt to a new environment, and adopt knowledge.
- Strong people skills
- Ability to take directions and provide feedback.
- Excellent written and verbal communication skills,
- Computer skills including MS Office (Excel and Word), knowledge of internet.
- Strong organizational skills, and strong attention to details.
- Follow established INFORM USA and internal 2-1-1 protocols; Willingness to take appropriate initiative to assist and advocate for customers; listen to customers, provide appropriate referrals, and respect confidentiality; plan, prioritize, and organize work effectively.
- Willingness to learn; remain flexible, share responsibilities, and job functions when needed and appropriate.
- Ability to work assigned schedule necessary.
- Bilingual (English/Spanish) language skills are a plus.

Core Values Integration:

As a member of our team, you will be expected to demonstrate a commitment to our core values in all aspects of your work.

Work Environment:

Work is primarily performed in an office environment. This position requires regular movement inside the office to access filing cabinets, office machinery, etc. Attendance at meetings outside of the office is occasionally necessary. The position also includes remaining in a stationary position a portion of the time, either standing or sitting, and occasional lifting of up to 20 pounds. There may be exposure to repetitive work on the computer. Evening and weekend hours may be required.

This job description describes the general nature and scope of responsibilities for this position. Please note other duties and responsibilities may be assigned or removed at any time with or without notice.

Signatures:

This job description has been approved by:

Leader _____

Date _____

HR _____

Date _____

Employee signature below indicates the employee's understanding of the requirements, essential functions and duties of the position.

Employee _____

Date _____