United Way of Lee, Hendry, Glades and Okeechobee

United Way 2-1-1 Resource Database Specialist (FT, Non-Exempt)

Posting Start Date: 1/10/2020  End Date: 1/31/2020

If you are interested in applying for this position, please submit your cover letter and resume to Nilda Rodriguez, United Way 2-1-1 Database Manager via email- Nilda@UnitedWayLee.org.

- United Way of Lee, Hendry, Glades, and Okeechobee does not discriminate on the basis of race, national origin, gender, religion, veteran status, or disability in employment, in provision of services, or in access to programs.
- United Way of Lee, Hendry, Glades, and Okeechobee is an Equal Opportunity Employer, Drug Free Workplace.
- Pre-Hire background checks are mandatory.

General Purpose of Position (Full job description will be provided upon interview)

The United Way 2-1-1 Resource Database Specialist is primarily responsible for obtaining and maintaining records for the 2-1-1 Department related to community agencies and their services, including accurately and concisely entering data into the resource management system (iCarol).

Minimum Requirements and Qualifications

Education & Experience
- Associate’s degree in social work or related field (Bachelor’s degree preferred), or an equivalent combination of education and experience.
- Strong organizational skills with consistent attention to detail and accuracy.
- Strong communication skills, including written, verbal and interpersonal communication.
- Strong computer skills, including proficiency in database systems and Microsoft Office Suite (Word, Excel, PowerPoint and Outlook).
- Ability to work independently, as well as in a team-oriented environment.
- Ability to establish and maintain positive and diverse working relationships is a must.
- A knowledge of community resources and services in Southwest Florida is preferred.

Essential Duties and Responsibilities
- Responsible for maintaining a current, comprehensive, computerized inventory of non-profit, charitable and government organizations in an assigned 2-1-1 service area(s), structured in accordance to policy and procedures.
- Surveys agencies in the 2-1-1 database at regular intervals, but at least annually.
- Updates existing agency profiles after reported changes have been verified in a timely manner upon receipt of submissions.
- As needed, conducts interviews with appropriate contact agency persons, asks clarifying questions in a concise manner, and remains courteous and professional throughout process.
- Reviews current agency information for completeness and accuracy prior to conducting annual survey. This may include researching new programs or services.
- Prepares well-written narrative descriptions that thoroughly and clearly describes the agency’s services, including where relevant: target populations, eligibility criteria, areas served, application procedures, etc.
- Accurately summarize an agencies program and index the services using the AIRS/InfoLine Taxonomy of Human Services
- Thoroughly proofreads all work.
- Maintains an audit trail for each organization that shows number of attempts to update, name of person who completed updates and when updates were successfully completed.
Certifications, License, Background Checks, Drug Screens

- Valid driver’s license required
- Drug screening is required
- Criminal background screening mandatory