211info Position Summary

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| **TITLE** | **REPORTS TO:** |
| Diversity Equity and Inclusion Director | CEO |
| **STATUS:** X Exempt Non-Exempt | **HOURS PER WEEK:** 40 |

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| **MISSION:** Our central hub empowers Oregon and Southwest Washington communities by helping people identify, navigate and connect with the local resources they need. | |
| **CORE FUNCTION**: Member of the Operations team. They will lead 211Info’s work by embedding diversity, equity and inclusion into our current systems and practices. They serve as a subject matter expert by providing consultancy, coaching opportunities, training and guidance to enable 211Info to develop and operationalize our DEI strategy. Lead the agency in responding to changes and/or policies that occur outside of the organization that affect our organizational culture. | |
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| **CORE ACCOUNTABILITIES**: | |
| 40% | **Operational leadership:** Work with the Operations Team to develop data metrics that ensure 211 Info is providing anti-racist, equitable and culturally relevant services. Lead any needed quality improvement work   * Review current data metrics, provide QA, and help implement data reporting. * Identify and communicate trends and patterns in data that will facilitate improvement. * This role participates in identifying and collecting metrics, data analysis and reporting information from the data collected. * Provide guidance and support to carry out implementation of the equity plan. Act as a liaison between the equity team, leadership, and the Board of directors. * Responsible for overseeing the required annual climate staff surveys develop and implement quality improvement activities focused on improvement. * Work with the Operations Team to develop data metrics that ensure 211 Info is providing anti-racist, equitable and culturally relevant services. Lead any needed quality improvement work. |
| 30 | **Support staff:**   * Ensuring an end-to-end inclusive recruiting, screening, hiring, onboarding, and employee experience. * Testing 211 Info’s hiring and internal programs to ensure the highest standards of diversity compliance is met. * Ensure that employees have a comfortable place to work and learn, regardless of their race, gender, age, ethnicity, socioeconomic status, sexual orientation, or disability. * Provides for the advancement of equity, diversity, and inclusion in 211 Info’s current recruitment and retention programs. * Collaborate with HR Systems on 211 Info Recruiting/Hiring/Interviewing Practices. |
| 55% | **Equity, diversity and inclusion:** Demonstrate knowledge of and commitment to creating a workplace that is diverse, equitable and inclusive for all staff and clients. Ensure that trauma-informed practices are carried out in the workplace and with clients.   * Lead and advance organizational diversity, equity and inclusion initiatives, objectives, and strategies through a quality improvement approach. * Partner with CEO, HR and other internal work streams to coordinate the implementation of 211Info’s equity, diversity and inclusion strategy and monitor progress to reaching goals. * Develop, implement, and facilitate DEI, Anti-Racism policies and practices in conjunction with 211 Info’s Equity Plan. * Lead, support and facilitate BIPOC, LGBTQ+, and other affinity groups as needed. * Identifying new programs and initiatives that can bolster diversity and equitable inclusion within the organization (i.e., Marketing/Comms, language access), and providing support around implementation. |
| 5% | **Strategic planning:** Participate in short-term and long-term planning with board and agency leadership. Ensure that specialty programs and core operations work well together and carry out agency mission. Evaluate service proposals.   * Communicate frequently with departmental and internal stakeholders to understand the unique needs of 211 Info’s workforce. * Maintaining knowledge of contracts, 211info budgeting, financial statements, and offering counsel on EDI and staff issues/needs/supports. |

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| **CORE COMPETENCIES**: |
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| **Forward Thinking:** Consider efficiencies, explore options and engage in creative problem-solving. |
| **Critical Thinking:** Identify improvements and efficiencies in service delivery. |
| **Planning and Organizing:** Organize work effectively to reflect 211info’s priorities and ensure timely execution. |
| **Flexibility:** Provide leadership in change management. |
| **Equity:** Promote 211info’s equity goals. Work effectively with diverse staff and partners. |
| **Promote Shared Values:** Build internal support for 211info values and represent the agency positively in public. |
| **Leadership:** Provide effective energetic, decisive leadership; inspire, mobilize and empower staff; support agency culture and opportunities for professional growth. |
| **Customer Service Focus:** Seek methods to improve external and internal customer service to improve agency operations. |

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| **QUALIFICATIONS**: |
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| Five years of supervisory experience, knowledge of contact center operations and experience with health or social service agency. |
| Analytical skills to identify practical solutions to gaps in internal and external operations. |
| Experience at 211info is helpful. |
| Excellent customer service delivery and interpersonal skills. |
| Knowledge of social services, governmental bodies and geography of Oregon and Southwest Washington preferred. |
| Commitment to and knowledge of principles of equity, inclusion and diversity. |
| Excellent organizational management skills with experience in coaching and supervising senior-level staff. |
| Strong written and verbal communication skills, including public speaking. |
| Action-oriented, entrepreneurial, flexible and innovative approach to operational management. |
| Knowledge of specialized software, hardware and data reporting/analysis. |
| Experience in program budgeting and fiscal management. |
| Preferred: fluent in language(s) in addition to English. |
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| **AGREEMENT**: Upon acceptance of employment, employee and supervisor’s signatures confirm that this job description has been reviewed and is understood to define the scope of work to be completed. I understand that this in no way constitutes an exhaustive list of my job duties, and that essential job functions/results may be subject to change at any time. The work schedule and program procedures are subject to change at any time. Continued employment after any change shall constitute acceptance by the employee. |
| **Employee (print name):** |
| **Employee signature:** |
| **Date:** |
| **Supervisor:** |
| **Date:** |
| **EQUAL EMPLOYMENT:** 211info provides equal employment opportunities to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, disability, genetic information, marital status, amnesty, or veteran status. 211info expressly prohibits any form of unlawful employee harassment based on race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, genetic information, disability, or veteran status. |