

# 211info Position Summary

<b>TITLE</b> Community Information Specialist –Clackamas County Coordinated Access Program	<b>REPORTS TO:</b> Clackamas County Housing Program Manager
<b>STATUS:</b> Exempt      X Non-Exempt	<b>HOURS PER WEEK:</b> 40

**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:** Assist people in Clackamas County who call, text, or email 211info seeking health and human services, including shelter information, transportation, and other needs. Using active listening, databases, and 211info protocols, provide detailed, accurate, and unbiased referrals; collect client demographic information, as well as complete coordinated entry screenings.

## CORE ACCOUNTABILITIES:

90%	<b>Work directly with clients:</b> Answer and return phone calls, texts, and emails from diverse clients who need efficient, accurate, confidential, and unbiased social service referrals, with a focus on services for people experiencing homelessness. Complete coordinated entry screenings using the Homeless Management Information System (HMIS) platform. Support the main core call center team on an as needed basis (during times of high call volume, core call center team meetings, emergency/weather related activations, etc.)
10%	<b>Quality Assurance:</b> Perform quality assurance activities including call monitoring and tracking of performance benchmarks

## CORE COMPETENCIES:

**Forward Thinking:** Consider efficiencies, explore options and engage in creative problem-solving.

**Critical Thinking:** Evaluate data reports to identify and implement improvements in service delivery.

**Planning and Organizing:** Organize work effectively to reflect 211info's priorities and ensure timely execution.

**Flexibility:** React and adjust positively to change.

**Cultural Competency:** Work effectively with diverse staff and partners; use communication tools and training methods that are tailored for people with different learning styles, ages, educational levels and socioeconomic backgrounds.

**Promote Shared Values:** Build internal support for 211info values and represent the agency positively in public.

**Customer Service Focus:** Seek methods to improve external and internal customer service to improve agency operations.

## QUALIFICATIONS:

Experience with crisis intervention/hotline service, social service organization or call center preferred.

Bilingual preferred.

Excellent attendance/punctuality is required in a call center environment.

Excellent customer service delivery and interpersonal skills

Analytical skills to identify practical solutions to gaps in internal and external operations.

Ability to work effectively with diverse individuals and understanding of principles of equity and inclusion.

Certification by Alliance of Information and Referral Systems (AIRS) is a plus.

Strong written and verbal communication skills.

Ability to use standard business application software programs.

Ability to learn specialized software and hardware; experience with ServicePoint (HMIS) a plus.

Knowledge of social services, governmental bodies and geography of Oregon and Southwest Washington preferred

**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.