

ROLE DESCRIPTION

Position Title: Temporary 211 Community Navigator	
Reports to: Director of 211	
Location: Pikes Peak United Way - Main Office	Division: 211
Classification: Full Time; 6 month assignment	Supervises: N/A

CORE COMPETENCIES for ALL UNITED WAY PROFESSIONALS:

- **Mission Focused** – top priority is to create real social change that leads to better lives and healthier communities.
- **Relationship Oriented** – understands that people come before process and is astute in cultivating and managing relationships toward a common goal.
- **Collaborator** – understands the roles and contributions of all sectors of the community and can mobilize resources (financial and human) through meaningful engagement.
- **Results-Driven** – dedicated to shared and measurable goals for the common good; creating, resourcing, scaling, and leveraging strategies and innovations for broad investment and impact.
- **Brand Steward** – understands his/her role in growing and protecting the reputation and results of the greater network.

ESSENTIAL FUNCTIONS

- Provide skilled information and referral services in response to requests for assistance by phone.
- Interview callers and assess service needs using principles of active listening.
- Triage client calls and assist client with problem solving while keeping client information strictly confidential.
- Maintain accurate records on each contact with clients.
- Perform follow-up calls to clients.
- Make presentations on Pikes Peak United Way 2-1-1's products and services at community and business events.
- Participate on select committees as assigned to provide proficient information on the health and human service system and community issues.
- Serve as an advocate for individuals experiencing difficulties or lacking in abilities needed to make effective contacts with agencies, programs and groups.
- Participates in emergency response for counties served by PPUW 2-1-1 as needed.
- Use good judgment, knowledge base and skills to refer to resources that best suit callers' needs.
- Employ problem-solving techniques when appropriate; and exercise decision-making and crisis intervention skills to manage emergency calls effectively.

JOB QUALIFICATIONS:

- Be willing to be on the phones with clients on a daily basis.
- Effective public speaking skills
- Spanish speaking a plus
- Reliable and strong internet connection is a must
- Strong work ethic with emphasis on integrity and accountability
- Excellent interpersonal, leadership, organizational and communication skills
- Reliability to complete required tasks in a prompt, effective and efficient manner
- Strong computer and analytical skills; previous database a plus.
- Professional demeanor and appearance
- Willing to work from home during current county guidelines, once lifted may be transitioned to onsite office with other 2-1-1 operators.

ENVIROMENTAL FACTORS:

Business office environment; professional dress/attire expected. Physical demands of the position include the ability to talk and hear, prolonged sitting and/or standing, occasional lifting up to 50 pounds, and regular use of computer and telephone. The position involves frequent and routine public contact and travel to outside meetings and events. Reliable transportation, valid driver's license and verifiable automobile insurance are required. Occasional evening and weekend hours are expected.

To Apply:

Please email resumes & cover letters to kim@ppunitedway.org