

ROLE DESCRIPTION

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| <b>Position Title:</b> 211 Community Navigator       |                        |
| <b>Reports to:</b> Director of 211                   |                        |
| <b>Salary:</b> \$16.00/hour                          |                        |
| <b>Location:</b> Pikes Peak United Way - Main Office | <b>Division:</b> 211   |
| <b>Classification:</b> Full-Time, non-exempt         | <b>Supervises:</b> N/A |

**PIKES PEAK UNITED WAY MISSION STATEMENT:** To enhance youth success and family stability in the Pikes Peak Region by leading and lifting the most vulnerable in our community with mentorship, life resources and real job opportunities. Our signature programs and partner agencies intently focus on connecting youth and their families to resources at the beginning of their life journey to ensure access to fundamental needs of food, shelter and learning resources for all. #strongertogether

**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 daily.
- 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

**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.

**ENVIROMENTAL FACTORS:**

Business office environment; business casual 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.

This posting is not intended to be an exhaustive list of all duties, responsibilities or qualifications associated with the position.

Pikes Peak United Way is dedicated to the principles of equal employment opportunity. It is the policy of Pikes Peak United Way to staff positions with the best-qualified people regardless of age, race, sex, color, religion, national origin, disability, genetic information, or any other applicable status protected by federal, state or local law.

Please submit cover letter and resumes to [miriam@ppunitedway.org](mailto:miriam@ppunitedway.org).