



**United Way of Greater Chattanooga is searching for a 211 Navigator. This position reports to the Sr. Director of 211 & Community Resources and will be part of the Community Investments team.**

**Salary: \$40,000 - \$45,000**

**POSITION PURPOSE:** This position is responsible for connecting individuals and families who contact the 211 Call Center through (phone, text, chat, e-mail, etc.) to agencies and programs for needed services, and for maintaining and updating the client and resource database on a regular basis. In addition, this position will be the (Navigator) entry point into the Generations Stronger program. They will administer the VI-SPDAT (Vulnerability Index-Service Prioritization Decision Assistance Tool) to individuals and families that call 211 and are interested in Generations Stronger to determine risk and prioritization when providing assistance to homeless and at risk of homelessness. Furthermore, this position is responsible for connecting individuals and families who contact the 2-1-1 Food Line to the agencies and programs for Food related resources. Hours of operation are Monday-Friday from 9:00AM-6:00PM CST.

**KEY RESPONSIBILITIES: ADMINISTRATION**

Specific Duties:

1. Maintain accurate information regarding callers and referrals in the database.
  - a. Always complete all applicable information in Visionlink.
  - b. Complete information regarding referrals and the amount of assistance needed if quantifiable.
2. Provide weekly reporting regarding:
  - a. Unmet needs encountered for client support and service availability.
  - b. Unusual calls or situations encountered.
  - c. Problems with database or phone system. These are to be reported immediately.
  - d. Duplication of caller's information in the database.
  - e. Inaccuracies or errors in database.
3. Represent 211 in the community as directed.
4. Meet with 211 Director and subcommittees when requested to provide reports on identified needs and gaps in services.
5. Maintain and submit any other electronic or manual records as required to document services provided or that were unmet.

6. Other duties as assigned.

### **KEY RESPONSIBILITIES: INFORMATION AND REFERRAL**

#### Specific Duties:

1. Provide professional, nonjudgmental communication with clients and agencies
2. Use active listening skills to obtain all information necessary to make informed, accurate and successful referrals to agencies/programs to meet the caller's needs.
3. Search the database to find the most appropriate resources available to meet the caller's needs.
4. Obtain the caller's verbal consent to both enter the caller's information in the database and contact the agency or agencies on their behalf to let the agency know that they have been referred to the agency/program.
5. Advocate for the caller, if necessary, by calling or emailing the agency/program to ensure that the resources are available when callers are referred if verbal consent has been granted.
6. Always Maintain client confidentiality unless communicating within 2-1-1 or with agencies with whom 211 has a business agreement regarding the confidential sharing of information or 211 and/or the agency has received verbal consent from caller or a specific ROI permitting such communication.
7. Follow procedures that discourage inappropriate uses of the available social services to insure the fair and equitable distribution of community resources.
8. Other duties as assigned.

### **KEY RESPONSIBILITIES: CUSTOMER SERVICE**

#### Specific Duties:

1. Respond to contacts presented by 211 communication system.
2. Respond to both voicemail and emailed messages from or on behalf of consumers within 4 hours of receipt.
3. Respond to requests for information from organizations within a reasonable time:
  - a. 2 hours for emergency referral assistance.
  - b. 24 hours for written information and non-emergency assistance.
4. If follow up with a consumer is indicated, conduct that follow up within:
  - a. 2 hours for immediate referral information.
  - b. 4 hours for non-immediate referral information.
  - c. 48 hours for special requests.
  - d. 14 days for follow-up on referrals that were made if selected for follow-up or part of a special contract.
5. Provide courteous, friendly service to all consumers.

- a. Refer problem consumers to the Sr. Director.
  - b. Never argue with a client.
  - c. If a client becomes abusive: Transfer the call to the Sr. Director or inform the client that they need to call the Sr. Director directly, provide contact information, and end the call.
6. If the caller requests anonymity, respect their request. obtain necessary information to make a referral, such as zip code, county, and name if possible. and provide the information as requested and indicate this on the intake form, and Notes section of Visionlink.
7. Other Duties as assigned.

## **MINIMAL JOB REQUIREMENTS**

### Education:

- ◆ Bachelor's degree in a human services or social science or related field preferred but not required.
- ◆ Minimum requirements: Ged/Diploma required with 3 years' experience in customer service, social services, and/or a related field providing services to the community at large.

### Experience:

- ◆ Must be competent in data entry and Microsoft Office.
- ◆ Must be able to enter data accurately with correct spelling, grammar, and format.
- ◆ Must be able to read and understand complex program descriptions.
- ◆ Must be able to actively listen and ensure one understands what is being said by the speaker.
- ◆ Must write clearly and succinctly with correct grammar.
- ◆ Must be able to communicate and enunciate clearly on the phone.
- ◆ Must pass CIRS/CRS Certification within the allotted time based on educational attainment as specified by AIRS and maintain certification thereafter.
- ◆ Prior experience in pressure situations or call/help centers a plus.
- ◆ Prior experience in Non-Profit work preferred but not required.
- ◆ Prior experience in deescalating upset customers/clients.

If you are interested in applying for this position, please forward your cover letter and resume to [tammymccallie@uwchatt.org](mailto:tammymccallie@uwchatt.org) as soon as possible.