



**ORANGE COUNTY UNITED WAY
JOB DESCRIPTION**

Job Title: Resource Coordinator	Reporting To: Manager, Partner Engagement
Department: 211 OC	Position: Full-time/NON-EXEMPT

Purpose of Position

Under the supervision of the Manager, Partner Engagement the Resource Coordinator is primarily responsible for managing and maintaining relationships with service agencies listed in 211OC's resource databases including keeping up the accuracy of information, adding new agencies and services, and recruiting into GetHelpOC closed loop referral partners.

Key Duties and Responsibilities

- Manage and develop expertise of 211OC's GetHelpOC: Community Information Exchange and iCarol resource databases of all front-end, back-end and administrative features and functions
- Maintain and ensure integrity of records in the resource databases
- Build relationships with agency and program staff, provide GetHelpOC demos, and encourage participation in GetHelpOC for closed loop referrals.
- Initiate organization information updates in the 211OC resource databases, provide and follow up on requests with agency directors and managers
- Develop a working knowledge of Alliance of Information and Referral Systems (AIRS) Taxonomy and Standards and how they are applied in the 211OC Resource Department
- Research services available in the community and assist agencies with completion and updates of application and forms
- Develop and maintain relationships with Agencies/Service Providers
- Assist with 211RIDE program updates
- Attend outreach events promoting 211OC's services
- Other duties as assigned. Responsibilities may change under manager discretion.

Core Competencies

All employees, in performing their respective tasks and duties, are to perform quality work within deadlines, with or without direct supervision; interact professionally with other employees, customers, and suppliers; work effectively as a team contributor on all assignments; and work independently while understanding the necessity for communicating and coordinating work efforts with other employees and organizations.

Customer Service - Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to requests for service and assistance; meets commitments.

Interpersonal Skills - Maintains confidentiality; listens to others without interrupting; remains neutral and unbiased; remains open to others' ideas and tries new things.

Oral Communication - Speaks clearly; listens and obtains clarification; responds well to questions; participates in meetings.



Written Communication - Writes clearly and informatively; edits work for spelling and grammar; able to read and interpret written information.

Language Skills - Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals; ability to write routine reports and correspondence; ability to speak effectively before groups of customers or employees of organization.

Job Requirements /Technical Knowledge

- 1+ years working in the health and human service field preferred
- 2+ years working in a customer service position preferred
- Ability to maintain a positive, professional, and a discreet demeanor
- Reliable transportation and a clean driving record are required as the employee will need to travel throughout Orange County to visit community partners.

Compensation

- \$20-23/hr with competitive benefits.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is frequently required to be able to remain in a stationary position 75% of the time. The person in this position needs to occasionally move about inside the office to access file cabinets, records, and office machinery. Constantly operates a computer and other office productivity machinery, such as a calculator, copy machine and computer printer. Occasionally ascends/descends stairs, and constantly positions self to maintain computers in the office, including under the desks. The person in this position frequently communicates with coworkers and customers who have inquiries about our business operations and the community we service; therefore, the person must be able to exchange accurate information. The employee must occasionally lift and/or move up to 25 pounds.

Send Resumes To:

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Orange County United Way

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