

POSITION DESCRIPTION

TITLE: Information and Referral Contact Specialist

SALARY: B15 (\$38,964 – 58,045)

FLSA STATUS: Non-Exempt

SUMMARY OF POSITION:

Assists in the management, implementation and coordination of the information and referral program whose primary function is to link people in need or their advocates with the appropriate services designed to eliminate or alleviate that need.

ORGANIZATIONAL RELATIONSHIPS:

1. Reports to: Call Center Manager
2. Directs: This is a non-supervisory position.
3. Other: Has regular contact with public and private agencies and organizations, service providers, and other program personnel, private contractors, and the general public.

PRINCIPLE DUTIES AND RESPONSIBILITIES:

Answers incoming telephone calls and responds to *211Texas.org* website CHATS from individuals needing assistance from 8-5 p.m. for the assigned coverage regions of the Heart of Texas 2-1-1.

Assists callers by listening empathetically to each caller's situation and needs, probing when appropriate and providing 2-1-1 Database Resource options and information based on their stated needs. Resources are also delivered to each caller through text message or email based on callers' preference.

Responsible for maintaining caller data and documentation for referrals provided along with recording any unmet needs in our client tracking system, Visionlink COS. Maintains strict confidentiality for all 2-1-1 Database Information and Referral Records.

Completes assigned follow-up with callers to determine if the caller was able to make contact with referrals provided and if they were able to receive assistance. Records all follow-up interaction.

Maintains working knowledge of programs offered by the Heart of Texas Council of Governments provided by the *Area Agency on Aging (AAA)* and the *Aging and Disability Resource Center (ADRC)*. Many of our callers benefit from connections to services with AAA and ADRC.

Attends meetings, conferences, workshops, and/or other in-service training programs related to the information and referral program as assigned.

Maintains awareness of community services and public benefit programs and provides verified information regarding new or updated services.

Performs other duties related to the general administration and program operations of the Heart of Texas 2-1-1 Call Center as assigned and as needed.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of: should possess or be able to demonstrate the ability to acquire a thorough knowledge of policies and procedures and general office procedures and practices.

Skill/Ability to: communicate effectively in both oral and written forms; listen effectively to incoming telephone calls and respond to incoming web-based CHATS seeking information and referrals for services. Be able to quickly assess needs and provide valid options for the caller to consider; provide complete and accurate information to facilitate the caller connecting and receiving services; evaluate caller's individual information regarding referral resource requirements identified within the 2-1-1 Database; establish and maintain effective working relationships with all other employees and callers. After receiving detailed training, the Information & Referral Contact Specialist will utilize both PC software and web-based software proficiently and be able to handle multiple, simultaneous tasks with limited time constraints while prioritizing the importance of each specific task. Work as a contributing member of the Heart of Texas 2-1-1 Call Center. Bilingual preferred but not required.

MINIMUM QAULIFICATIONS

Bachelor's degree in business administration, social work, gerontology or related field, plus one year of experience of progressively responsible experience in programs or services.

If you do not have a Bachelor's Degree, one of the following may be substituted to satisfy this requirement:

(1) A minimum of four (4) years of work experience in a related field and a High School Diploma or GED certificate; or

(2) A minimum of two (2) years of call center experience or social service delivery and a High School Diploma or GED certificate.

CERTIFICATION AND LICENSES REQUIRED:

Must have or obtain certification from Inform USA – Community Resource Specialist (CRS) within 18 months of becoming eligible.

An appropriate Texas driver's license or available alternate means of transportation.