



## Job Description

### **2-1-1 Racine Program Coordinator**

**Job Title:** 2-1-1 Racine Program Coordinator  
**Reports To:** Executive Director  
**Those Reporting To:** 2-1-1 program personnel

#### **Summary**

The 2-1-1 Racine Program Coordinator is the manager of 2-1-1 related services for SAFE Haven of Racine, Inc., and as such, oversees all 2-1-1 program policies and procedures, including: implementation of action strategies assigned to the position in the 2-1-1 Racine Strategic Plan, including planning, organizing and directing the program to generate the necessary growth to fulfill the objective of the Strategic Plan, dissemination of resource data from the Information and Referral (I&R) Call Center; maintenance of I&R databases, maintenance and reporting of data on clients and referring agencies; development and coordination of I&R training for human service providers and local businesses; and establishing and maintaining community relationships.

#### **Essential Duties and Responsibilities**

Essential duties and responsibilities include the following. Other duties may be assigned.

##### Information and Referral

Implementation of action strategies assigned to the position in the 2-1-1 Racine Strategic Plan

- Meet with local minority churches, NAACP, Spanish Centers,
- Attend meetings and meet with key agencies in Kenosha and Walworth Counties,
- Analyze existing agencies, programs and collaboratives for relevance to mission, outcomes,
- Draft and execute Memoranda of Understanding per funding source and regulatory requirements,
- Develop and use hardcopy and electronic promotional materials emphasizing the agency's unique service and training, staff commitment and quality of service, and
- Meet with marketing consultants re potential marketing strategies.

Supervise all volunteers and staff involved with dissemination of information through 2-1-1, assuring execution of the mission.

Disseminate information by telephone service, walk-in service, Internet and mail.

Assist clients (online and via telephone) with general information and referral.

Conduct and/or supervise follow-up calls on referral clients.

Supervise data entry for the I&R database and on clients.

Provide I&R awareness training to local public and private human service agencies.

Educate community businesses on program services.

Promote I&R across the region through local activities.

Represent the program at appropriate groups, including, but not limited to the Information and Referral Providers of Wisconsin and 2-1-1 Wisconsin, Inc.

Prepare and submit written monthly reports on personnel, outreach, and services provided (including required outcome indicators) for the Board of Directors, administration and agency managers.

Maintain the 2-1-1 Racine policy and procedure manual.

Maintain the 2-1-1 Racine training manual.

Provide content for the 2-1-1 Racine Web site.

##### Other responsibilities

Other duties, as time permits, at the discretion of the Executive Director.

## **Qualifications**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **Education and/or Experience**

College degree, business or management related preferred, human service considered a plus. Must complete Alliance of Information & Referral Services (AIRS) certification within three years of employment.

### **Language Skills**

Very good oral and written communication skills, including excellent active listening skills. Must be able to read, write and speak English fluently. Bilingual English/Spanish skills preferred.

### **Computer Skills**

Must possess basic computer skills, including word processing (Microsoft Word) and Internet communications; experience in data analysis and mining preferred, including experience with Microsoft Access.

### **Other**

Empathy for people who are often in difficult circumstances.  
Excellent problem solving skills and mature judgment.  
Highly organized and capable of managing several tasks at one time.  
Confident public speaker.  
An understanding of the significance of confidentiality and agreement to maintain this policy in all areas of agency work.  
Successful completion of a State of Wisconsin Department of Justice Criminal Background Check.

## **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.

General office duties.

Must be able to climb three flights of stairs in 90 seconds.  
Must be able to handle stress and work well under pressure.  
Must be able to keep an emotional distance from the clients.  
Must be able to handle crises.

## **Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

General office environment.

**Status**

This position is an exempt full time professional position not eligible for other employment with SHoR, Inc. It is the policy of SHoR, Inc. that no nonexempt employee work more than 40 hours per week.

SAFE Haven of Racine Inc. is an Equal Employment Opportunity/Affirmative Action Employer which affords employment opportunity to all applicants without regard to race, sex, sexual orientation, age, marital status, color, religion, national origin, handicap, disability or status as Vietnam-era or special disabled veterans; and is in accordance with applicable Federal laws and in compliance with the Americans with Disabilities Act.

This job description is subject to addition, amendment, change or revocation at any time without prior notice. The revised information may supersede, modify, or eliminate the existing job description.

A current copy of this job description must be provided to the employee, and maintained in the personnel file.

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Signed

Date

Revised: 9/29/2008