



## Job Description

### **211 Racine Resource Specialist**

**Job Title:** 211 Racine Resource Specialist  
**Reports To:** 211 Racine Program Coordinator  
**Those Reporting To:** None

#### **Summary**

The 211 Racine Resource Specialist is the position at SAFE Haven of Racine, Inc. with direct responsibility for 211 Racine resources, including, but not necessarily limited to: maintenance of an accurate, up-to-date resource database that contains information about available community resources including detailed data on the services they provide and the conditions under which services are available. This database must, at a minimum, meet the standards of the Alliance for Information and Referral Systems (AIRS) and 211 Wisconsin, Inc. This data must be maintained within the mandates regarding: inclusion and exclusion policy, inclusion of all mandated data elements, indexing and search methods, classification system, frequency of updates, and backup. The Resource Specialist also fulfills the duties of a 211 Relief Staff Operator.

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

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

##### Resource Development and Maintenance

Maintenance of an accurate, up-to-date resource database that contains information about available community resources including detailed data on the services they provide and the conditions under which services are available. This database must, at a minimum, meet the standards of the Alliance for Information and Referral Systems (AIRS) and 211 Wisconsin, Inc. This data must be maintained within the mandates regarding: inclusion and exclusion policy, inclusion of all mandated data elements, indexing and search methods, classification system, frequency of updates, and backup.  
Maintenance of the 211 Racine Web site, including posting of database updates.

##### Data Analysis and Reporting

Assist the 211 Racine Program Coordinator in the preparation and submission of a written monthly report on personnel, outreach, and services provided (including required outcome indicators) for the Board of Directors, administration and agency managers.  
Attend appropriate meetings, including, but not limited to Wisconsin AIRS and the 211 Racine.

##### Information and Referral

Assist clients (online and via telephone) with human services information and referral.  
Disseminate information by telephone service, walk-in service, Internet and mail.  
Conduct and/or supervise follow-up calls on referral clients.

##### Other responsibilities

Other duties, as time permits, at the discretion of the 211 Racine Program Coordinator.

## **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**

High School graduate or equivalent, Bachelors Degree in human service related field preferred. Must complete AIRS (Alliance of Information & Referral Services) certification within three years of employment.

### **Language Skills**

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

### **Computer Skills**

Must possess good computer skills, including word processing (Microsoft Word), databases (Microsoft Access) and Internet communications.

### **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 HFS 64 background information disclosure form and Department of Justice caregiver background check conducted under s. HFS 57.15 (2) (a) and (3), and any subsequent investigation related to information obtained from the background check.  
Maintenance of a valid drivers license.  
Successfully complete a Wisconsin Department of Transportation Vehicle/Driver Record Information Request MV2896.  
Maintain a minimum of \$100,000 automotive liability insurance, and submit documentation of same.

## **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 a non-exempt part time professional position eligible for other employment with SAFE Haven of Racine, Inc.

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.

Revised: 1/9/2006

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Signed, Employee

Date