

<b>Job Title:</b>	<b>211 Community Resource Specialist</b>
<b>Status:</b>	Part-time, exempt
<b>Schedule:</b>	Hybrid, Offices located in Hudson and Menomonie, WI, 24 hours per week, Monday- Friday 8:00am-4:30pm
<b>Supervisor:</b>	211 Program Director
<b>Wage:</b>	\$20/hour
<b>Benefits:</b>	PTO benefits and Holiday pay
<b>FTE:</b>	.6

### Position Overview:

United Way St. Croix & Red Cedar Valleys (UW Valleys) is seeking a 211 Community Resource Specialist (CRS) providing support to UW Valley's 211 program and initiatives. Key responsibilities include answering calls, texts, chats, and emails to assist individuals and professionals in accessing and navigating community resources through the 211 call center. The flow of the day is dependent on the number of inquiries for information and referral. Some days are busier than others and the CRS should be comfortable with prioritizing tasks between inquiries, such as completing database record management, follow ups, or other supportive tasks. This position works at a local call center that is part of a Statewide Network of 8 Call Centers that support the entire state of Wisconsin. Each CRS is trained to meet State and National standards. There are 2 main aspects to the role: Resource Connecting and Resource Procurement.

### Required skills:

- High School diploma or equivalent required; post-secondary education in social services, community engagement, public health, or counseling preferred.
- Minimum of 2 years of experience in human services or customer service roles.
- Proficient in general database management and data entry.
- Strong verbal communicator dedicated to connecting callers with appropriate community resources.
- Willingness to learn new systems and participate in ongoing training for skill development.
- Ability to effectively multitask in a fast-paced environment.

### Desirable Skills:

- Previous Call Center experience.
- Bilingual in other languages, (Spanish, Somali, Hmong).
- Experience in communicating with individuals in crisis or seeking addiction and recovery resources.
- InformUSA (AIRS) certified.
- Mental Health First Aid, Trauma Informed, or Crisis Intervention trained.
- Knowledge of local resources in Western WI.

### Key Responsibilities:

#### 211 UW Valley's Call Center (90%)

- Respond to inquiries via phone, chat, text, and email on a scheduled basis.
- Assess callers' needs and provide relevant social service referrals using an online database.
- Conduct follow-up calls to evaluate the effectiveness of referrals.
- Advocate for callers facing barriers to accessing services.

### **Key Responsibilities (cont'd):**

- Provide crisis intervention as per established protocols.
- Document all client interactions, including demographics and unmet needs.
- Maintain knowledge of local health and human service providers to assist callers effectively.
- Attend staff meetings, trainings, and in-services as required by the 211 Program Director.
- Support the maintenance of the 211 database and assist with quality assurance processes.
- Complete ongoing training to stay updated on processes and systems.
- Work extended hours as needed for disaster management.
- Participate in statewide and national committees related to 211.
- Support local and statewide initiatives and grant-funded activities associated with 211 UW Valleys.

### **Community Outreach and Engagement (5%)**

- Support community outreach initiatives by visiting partner agencies, attending community meetings and events, and delivering presentations to professional and community groups.
- Contribute to the preparation of monthly, quarterly, and annual reports on 211 UW Valley's call data, including call handling metrics.

### **Other (5%)**

- Complete other duties as assigned by Supervisor or Executive Director.

### **Working Environment**

The majority of the work is performed at a desk, involving regular use of a computer and related peripherals. Occasional repetitive tasks associated with computer use may arise. Local travel required for outreach activities, with travel expenses reimbursed. Employees will also have access to UW Valleys-provided equipment, including computers, headsets, and additional monitors, to support their work effectively.

### **Location and Time Requirements**

Work hours, established collaboratively by the applicant and supervisor, typically range from 8:00am to 4:30pm, Monday to Friday. The position allows for a combination of in-office and remote work, with a minimum requirement of one day per week in the office.

### **About United Way St. Croix & Red Cedar Valleys**

UW Valleys fights for the health, education, and financial stability for all people in western Wisconsin.

To apply, please send your cover letter and resume to Trica Trowbridge at [trica.trowbridge@uwvalleys.org](mailto:trica.trowbridge@uwvalleys.org). If you have any questions or need more information, feel free to reach out to Trica directly. Applications will be accepted until the position is filled.

United Way St. Croix and Red Cedar Valleys is an equal-opportunity employer that evaluates applicants without regard to race, color, religion, creed, disability, veteran status, or other legally protected characteristics.