

Job Description: Community Resource Specialist

POSITION PROFILE

Position Title:	Community Resource Specialist
Organization:	Lakehead Social Planning Council, Community Information and Referral Centre, 211 North
Reports to:	Manager – Community Information/211 North
Hours/Shifts	35 hours per week; Monday - Friday; between 7am to 9pm; Occasional weekend shift.
Date Revised:	March 2021

PURPOSE

Responsible for providing appropriate information and referrals to inquirers by conducting thorough assessments over the telephone, chat, email or text. Identifies new resources and updates records to ensure the accuracy and integrity of the resource database.

KEY RESPONSIBILITIES

- Answers incoming Ontario 211 system contacts (telephone, email , chat, text)
- Provides information and referral services while maintaining excellent customer service
- Conducts assessments to determine inquirer needs
- Provides appropriate information and referrals based on the needs of the inquirer
- Uses resource database to locate referrals
- Offers follow-up as mandated by agency protocol
- Advocates on behalf of inquirers as per agency protocol
- Uses effective crisis intervention skills when/where appropriate
- Meets and/or exceeds set performance metrics
- Assists in updating agency/service listings the resource database
- Documents inquirer activity thoroughly and based on program protocols
- Represents agency in the community through outreach activities, public presentations
- Adheres to all policies and procedures
- Performs other duties as assigned
- Answers Ontario 211 Speciality Lines as per agency protocol

QUALIFICATIONS

- Ability to manage multiple tasks simultaneously
- Extensive knowledge of computer systems, online databases, and Windows-based software
- Strong cross-cultural communication skills; ability to relate well with people of all ages, ethnicities, cultures, and social backgrounds
- Knowledge of human services and systems in Ontario
- Ability to effectively communicate orally and in writing
- Ability to work independently and in a team setting
- Excellent organization and communication skills
- Able to work in a face paced environment
- Must be willing to gain and maintain AIRS certification standards

EDUCATION

- Bachelor's degree in human or social services or
- Diploma in human or social services