

## POSITION DESCRIPTION

**JOB TITLE:** Community Resource Consultant, Part-Time

**DATE:** June 2017

**DEPARTMENT:** HelpLink 2-1-1

**REPORTS TO:** CRC Supervisor

**CLASSIFICATION:** Non-Exempt

**OVERALL PURPOSE:** Insure delivery of quality I&R and contract agency services to the community by direct delivery of I&R and agency services and by performing other support services as assigned.

### **PROVIDE INFORMATION**

- Receive inquiries from individuals in the community or representatives of other organizations; clarify requests, research available resources as needed.
- Provide accurate information.
- Complete required documentation.

### **MAKE APPROPRIATE REFERRALS**

- Perform needs assessment necessary to make appropriate referral to appropriate organizations in ReferNET database and/or HelpLink library.
- Manage more difficult cases, specifically those involving mental health/counseling problems and crisis intervention.
- Submit case narratives.

### **FOLLOW-UP**

- Contact, when possible, the caller after a referral has been made to determine if appropriate service was provided.
- Arrange for follow-up services.
- Complete required documentation.
- Document resource information.

### **CONTRACT AGENCY RELATIONS**

- Know and handle contract agency calls according to established guidelines.

### **SCHEDULING**

- Ensure that a regular schedule is maintained.
- Attend staff meetings.

### **USE OF TECHNOLOGY**

- Use all appropriate HelpLink technology (ReferNET, Web Facts, telephones, United Way Network) according to established guidelines. Handle TDD calls according to established procedures.

### **MISCELLANEOUS**

- Perform other job-related duties as assigned.

## POSITION DESCRIPTION

Page 2

Community Resource Consultant, Part-Time

**Work Environment:** This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

**Physical Demands:** While performing the duties of this job, the employee must be able to remain in a stationary position, operate a computer and communicate by telephone.

**Position Type and Expected Hours of Work:** This is a part-time position. Days and hours of work are overnight Friday/Saturday (midnight – 09:00am) and Saturday/Sunday (10:30pm – 8:30am). Additional, evenings and holidays will be required. Reliable transportation is essential to this position.

**Job Relationships With:** Director, CRC Supervisor, Database Coordinator, Dislocated Outreach Counselor, Community Resource Consultants, other United Way Staff, and volunteers.

### MINIMUM QUALIFICATIONS:

- **EDUCATION:** Bachelor's Degree in Social Work or related field.
- **EXPERIENCE:** Two years experience in social work, with one year I&R related and/or crisis intervention related experience preferred.
- **KNOWLEDGE:** Knowledge of community resources is essential.
- **SKILLS:** Verbal and written communication skills; crisis intervention skills; assessment skills; data entry and keyboarding skills; critical thinking skills.

**NOTE:** Additional equivalent or related experience may be substituted for part of the educational requirements.

Send resume to:

United Way of the Greater Dayton Area  
Attention: Human Resources Director  
33 West First Street – Suite 500  
Dayton, Ohio 45402

Or Email: [jacquelinep@dayton-unitedway.org](mailto:jacquelinep@dayton-unitedway.org)

Application Closing Date: July 14, 2017

An Equal Opportunity Employer