

# Position Description

**Position Title:** United Way 211 Resource Database Curator

**Supervisor:** United Way 211 Resource Manager

**Classification:** Full time Hourly Non-exempt

**Salary Range:** \$33,000-\$36,000

**Location:** fort Myers, FL

**Application Deadline:** October 8, 2021 5:00PM

**Submit cover Letter and Resume:** [Cheryl@UnitedWayLee.org](mailto:Cheryl@UnitedWayLee.org)

## ABOUT UNITED WAY OF LEE, HENDRY, GLADES and OKEECHOBEE

United Way of Lee, Hendry, Glades and Okeechobee (UWLHGO) is a volunteer driven organization dedicated to improving the quality of life for all people in our community. This is accomplished through fundraising, fund distribution (90+ partners), community building, volunteer advancement, and information and referral. UWLHGO is an \$11million nonprofit social services organization, with 59 employees in four locations with the main campus being located at 7273 Concourse Drive, Fort Myers, FL. The majority of funding is from private donations although UWLHGO also receives local, state, and federal grants.

### Job Summary

The primary function of the 211 Resource Database Curator is to develop and administer the process for strengthening and maintaining records for the iCarol database by working closely with community partners to add and maintain programs via targeted outreach and vetting of existing records. The Resource Database Curator will work with the 211 Team to identify gaps and needs in available resources and will independently coordinate targeted external outreach. These efforts will increase caller satisfaction due to the increase in resources and accurate data available to call specialists, and will assist with grant, program and organizational goals.

### Key Responsibilities/Essential Functions

- Responsible for maintaining and updating a current, comprehensive resource database in accordance to policy and procedures.
- Verify, organize, and abstract data collected.
- Assist with training contact center staff and volunteers on the use of information and referral database & other technical aspects of the Contact Center.
- Assist in the maintenance of the database manuals detailing policy and procedures.

- Participate in system testing, troubleshooting, and working with vendors and staff to rectify identified issues.
- Verify, organize, and abstract data collected as necessary.
- Participate in workgroups as assigned and as they pertain to information resource management, program effectiveness, data collection, and dissemination.
- Prepare and submit monthly reports and other statistical tabulations for contracts and other agency uses.
- Maintain confidentiality of sensitive agency and client information.
- Survey agencies in the 211 database at regular intervals, but at least annually.
- Review call center records for quality control purposes and liaison with Contact Center Manager regarding errors and discrepancies.
- Prepares well-written narrative descriptions that thoroughly and clearly describes the agency's services, including where relevant: target populations, eligibility criteria, areas served, application procedures, etc.
- Accurately summarize an agency's program and index the services using the AIRS/Info Line Taxonomy of Human Services.
- Assist in the development and Implementation of a quality assurance process for the database.
- Assist with all website/internet related activities and processes including all approved applications of the community resources database and 211 Counts.

## Standards

- Ability to provide superior customer service to community partners.
- Ability to prioritize and manage multiple tasks simultaneously, implementing and completing project within stated timelines.
- Initiative in following through independently with projects and tasks.
- Creative and independent problem-solving skills.
- Commitment to personal and organizational development.

## Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time without notice.

## Education/Requirements

- Associate's degree in social work or related field (Bachelor's degree preferred), or an equivalent combination of education and experience.
- Strong organizational skills with consistent attention to detail and accuracy.
- Strong communication skills including written, verbal and interpersonal communication.
- Strong computer skills, including proficiency in database systems and Microsoft Office Suite (Word, Excel, PowerPoint and Outlook).
- Productivity driven with a focus on measurable results.
- Critical Thinking and Problem Solving.
- Ability to work independently, as well as, in a team-oriented environment.
- Ability to establish and maintain positive and diverse working relationships is a must.

## Direct Reports- None

## Physical Requirements & Working Conditions

**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.

While performing the duties of this job, the employee is regularly required to sit, talk, and/or hear. The employee is frequently required to use finger and hand motion and occasionally to stand, walk, and reach with hands and arms. The employee must frequently lift and/or move up to 30 pounds and occasionally lift and/or move up to 40 pounds. There may be additional physical requirements associated with department meetings/events. Specific vision abilities required by this job include, close vision, distance vision, depth perception and ability to adjust focus.

Requires talking, hearing, and visual acuity sufficient to perform these major functions. Occasionally, the work of this position is spent at offsite meetings, or event locations within Lee, Hendry, or Glades County.

**Work Environment:** The work environment characteristics described here are representative of those an employee encounters while performing essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. This job operates in a professional office environment, including off site venues, and outside event areas in various weather conditions.

This role routinely uses standard office equipment such as computers, phones, and photocopiers.

This is a full time position. Days and hours of work are Monday through Friday, 8:00a.m. to 5:00p.m. Some evening and weekend hours may be required as job duties demand.

**United Way is an equal employment opportunity employer and does not discriminate against any person because of race, color, creed, religion, sex, national origin, disability age, genetic information or any other characteristic protected by law. This nondiscrimination policy extends to all terms, conditions, participation in all company-sponsored activities, and all employment actions. United Way will make reasonable accommodations for qualified individuals with known disabilities unless doing so would result in undue hardship.**

**Terms of employment are subject to satisfactory negative drug testing as part of our drug-free workplace program. Level II background screening will be conducted because of the nature of the position. Applicants may be asked to take an online skills assessment.**

**Additional Information:**

- UWLHGO is an exceptional workplace that can provide you with:
- Opportunity to work with smart, passionate and enthusiastic team members and volunteers
- Working with diverse staff and other constituents
- Culture of high-performance expectations and accountability
- Exciting and challenging work
- Opportunity to help solve the community's toughest problems
- Competitive pay that is commensurate with demonstrated successful performance and experience
- Paid Health and Dental Insurance for employee, 401k, and Monthly Accrued PTO

I understand and agree to the duties and expectations of my role as outlined in this job description.

\_\_\_\_\_  
Employee Name

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date