

POSITION: COMMUNITY RESOURCE ADVOCATE

DATE: November 2019
PROGRAM: Behavioral Health/Community Navigator Program
REPORTS TO: Program Manager, North Sound 2-1-1
STATUS: Non Exempt (hourly)/Full Time

GENERAL FUNCTION:

- This position is the single point of contact for Snohomish County community members to learn about various resources and assistance via phone and 1:1 meeting with community residents.
- The 211 Community Resource Advocate is a trained Information & Referral Specialist and answers North Sound 211 I&R calls, and assesses the callers needs and provides appropriate information and referrals during business hours.
- The 211 Community Resource Advocate meets directly with individuals in need of resources and referrals, either by appointment or unscheduled walk-ins. This position assesses the individual's needs and collaboratively develops a plan of care to connect the person with needed resources.
- This position conducts outreach to community-based organizations and consumers about the information, referral and case management services available to Snohomish County residents.
- In addition, the 211 Community Resource Advocate works to identify new resources in Snohomish County and makes connections with community providers to build collaborative partnerships.
- Conduct outreach and education to community members and community partners to increase their knowledge about NS211 services and how to access them.

QUALIFICATIONS:

- Associate degree or 1-2 years of experience in a related field. Information and Referral experience preferred
- Agency Affiliated Counselor Registration is required within 30 days of employment, or equivalent, and must remain in active status during employment
- Demonstrated ability to work successfully with a variety of people in a community based setting
- Excellent written and oral communication skills
- Ability to deal effectively with the public both over the phone and in person
- Ability to gather and organize information
- Working knowledge of computers and Microsoft office products, including Word, Excel, Access and Outlook, required
- Self-starter and ability to work with little or no supervision

PRINCIPAL ACTIVITIES:

- Meet face-to-face with community members requiring support in connecting to resources within the community
- Assess a person's needs and collaboratively develop an Integrated Plan of Care
- Work with the community member in navigating the resources and getting the services needed
- When answering 211 calls, assess caller's needs and provide appropriate information to each caller. Record call summary and statistics
- Provide excellent customer service to each person calling into 211 and in each face-to-face interaction
- Record statistics on client's (both phone and 1:1 meetings) needs and referral given
- Conduct outreach to community-based organizations and consumers
- Complete other duties as assigned

North Sound 2-1-1/Community Resource Advocate

If you wish to apply for this position, please send a letter of interest to recruiter@voaww.org.

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