



AmeriCorps 2-1-1 Community Resource Specialist Position Description



United Way of Northwest Arkansas
100 Parkwood Street
Lowell AR 72745

Position Title: AmeriCorps 2-1-1 Community Resource Specialist

Service Location: United Way of the Ouachitas
233 Hobson Avenue
Hot Springs AR 71913

Site Supervisor/Title: Sarah Fowler, Resource Development Director
501-623-2505

Purpose: Statewide expansion of Arkansas 2-1-1 system

Service Position Summary: The AmeriCorps 2-1-1 Community Resource Specialist will have three primary areas of responsibility: i) identifying Arkansas social service resources and populating the 2-1-1 system with this information; ii) implementing 2-1-1 public awareness campaigns; and iii) measuring the effectiveness of 2-1-1 referrals in alleviating food insecurity.

Community Resource Specialist primary responsibilities:

- Strengthen the accessibility to 2-1-1 by increasing database quantity and quality of resources in underserved communities by identifying and contacting social service programs in assigned geographic area. Travel to program sites may be required.
- Attend all required training and supervisory meetings.
- Assist with the maintenance of community resource information in the United Way 2-1-1 database through formal/informal updates, research, outreach and data classification.
- Assist team with identification of unmet needs in the community.
- Serve with team members to identify and recommend areas for improvement to ensure quality service provision to the community.
- After about six months of the service term, identify, organize and/or participate in one to two outreach events per month to increase public awareness of 2-1-1.
- Conduct follow up calls and survey individuals receiving 2-1-1 referral services related to food insecurity.
- Additional service projects, as approved by the program director.
- Participate in AmeriCorps National Service Day projects and initiatives: MLK Day and AmeriCorps Week.
- Provide accurate information and referral services to community resources via United Way 2-1-1 system.
- Wear approved AmeriCorps gear while performing AmeriCorps service activities or attending official events.
- Complete all AmeriCorps service requirements in a timely and complete manner.
- Abide by all AmeriCorps service rules and service provisions.
- Complete all AmeriCorps paperwork and reports in a timely and complete manner.

Access to Vulnerable Populations: The Arkansas Service Commission has determined that the probability of access to vulnerable populations is so great that all members will undergo all required criminal history checks: NSOPW, FBI, and Arkansas State Police, as well as other states, as necessary.

Position Qualifications and Requirements:

- Educational background or experience in social work, resource helplines, telephone assistance or related field.
- Experience working with or demonstrated understanding of social services.
- Must be goal oriented, problem solver, and solution driven.
- Must have strong time management skills and the ability to balance multiple tasks.
- Must have proven ability to work both independently and as part of a team.
- Detail oriented.
- Strong written, presentation, and public speaking skills.
- Computer experience including Microsoft Word, Microsoft Outlook and internet navigation is highly desirable.
- Allows a flexible schedule including some evening and weekend hours.
- 18 years of age or older, at beginning of service term.
- U.S. citizen, national or lawful permanent resident.
- Must hold at least a high school diploma or equivalent. Associate or bachelor's degree preferred.
- Be able to make a commitment to the position from September 18, 2017 to August 17, 2018.
- Must successfully pass a criminal history check.
- Must have reliable transportation and valid insurance.
- Must demonstrate regular and reliable attendance.

AmeriCorps Member benefits include:

- A taxable living allowance of up to \$12,630 for the full term.
- Upon successful completion of the service term, eligible members will receive an education award of \$5,815. The education award can be used to repay qualified student loans or for further education in an accredited institution of higher learning, vocational or trade school.
- Loan forbearance. (After successful completion of term of service, AmeriCorps will pay the accrued interest on qualified loans, which is taxable.)
- Basic medical insurance. (Covers members only, not dependents; vision and dental not included.)
- Child care benefits are available to full-time members who qualify.
- Mileage reimbursement for travel between program sites, meetings and/or assignments.
- Professional development, trainings and networking opportunities.

Commitment Required:

- 1700 hours served over the course of 12 months: September 18, 2017—August 17, 2018.
- Service hours: 35 hours per week, with service hours generally ranging between 8:00am to 4:30pm Monday through Friday, with ½ hour lunch break, with flexibility required. Special activities may require evening or weekend hours.

Orientation and Training:

- Member orientation September 18-19, 2017.
 - AmeriCorps
 - United Way
 - 2-1-1
 - Resource Specialist training
 - Information and Referral Specialist training

- iCarol training
- Ongoing peer learning segments in monthly teleconference meetings
- One-one training sessions on Call Training and Monitoring during three (3) site visits per year
- Bi-weekly phone conversations with Program Director
- Completion of AIRS training by members by February 28, 2018

Evaluation and Reporting:

- Mid-term evaluation
- End-of-term evaluation
- Monthly time sheets turned in no later than one (1) business day after the pay period ends.
- Monthly reports turned in to the Program Director no later than one (1) business day after the end of the month.

Application Deadline: September 30, 2017

How to apply: Please submit a resume and cover letter to Carlos Garbutt, Community Impact Director, United Way of Northwest Arkansas, 100 Parkwood Street, Lowell, AR 72745 or via email at cgarbutt@unitedwaynwa.org. Please also submit an application online via the AmeriCorps website, www.americorps.gov and select the United Way of Northwest Arkansas Statewide 2-1-1 AmeriCorps program in Arkansas.

Member's Legal Name: _____

Signature (member): _____

Date: _____

Program Director Name: Carlos Garbutt _____

Signature (program director): _____

Date: _____

ATTACHMENT A

APPROVED - ASC