



211 Community Resource Specialist – 1200 HR Position Description



United Way of Northwest Arkansas
100 Parkwood Street
Lowell AR 72745

Position Title: 211 Community Resource Specialist – 1200 HR

Service Location: United Way of Fort Smith Area
120 North 13th Street
Fort Smith, AR 72901

Site Supervisor/Title: Emily Bartlett, Community Impact Direct Services Manager
479-303-4417 Direct / 479-438-4772 Cell

Purpose: Statewide expansion of Arkansas 211 system

Service Position Summary: The AmeriCorps 211 Community Resource Specialist will have three primary areas of responsibility: i) identifying Arkansas social service resources and populating the 211 resource database with this information; ii) training local nonprofit and service providers on the 211 system; and iii) implementing 211 public awareness campaigns.

Community Resource Specialist primary responsibilities:

- Strengthen the accessibility to 211 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 211 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 211.
- 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 211 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.

Knowledge, Skills, and Abilities Required:

- 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.
- Members will be required to carry supplies and equipment
- Must have reliable transportation and valid auto insurance.
- Must demonstrate regular and reliable attendance.

Academic and Experience Qualifications:

- Educational background or experience in social work, resource helplines, telephone assistance or related field.
- Experience working with or demonstrated understanding of social services.
- 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.

Service Conditions

- Service is primarily performed in a professional office setting.
- Special activities, such as community outreach events and service projects may be performed outdoors.

Commitment Required:

- 1200 hours served over the course of 12 months: September 23, 2019—August 21, 2020.
- Service hours: 25 hours per week, with service hours generally ranging between 8:00am to 4:30pm Monday through Friday, with ½ hour lunch break. Special activities may require evening or weekend hours.

Orientation and Training:

- Member orientation September 23-24, 2019.
 - AmeriCorps
 - United Way
 - 211 Overview
 - 211 Resource Specialist training
 - 211 Systems (iCarol) training
- Ongoing peer learning segments in monthly team meetings
- Bi-weekly meetings with Program Director
- Completion of AIRS training by February 28, 2020

AmeriCorps Member Benefits:

- A taxable living allowance of \$9,800.00 for the full term.
- Upon successful completion of the service term, eligible members will receive an education award of up to \$4,266.50. 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. Members may qualify for postponement, or forbearance, of the repayment of their loans during service. The education award will help you pay off qualified student loans when you are finished. You may also qualify to have the interest accrued on your student loans during service paid for by the National Service Trust. You may contact your lender for more specific information to confirm your loan status during AmeriCorps service.
- Mileage reimbursement for travel between program sites, meetings and/or assignments. Mileage reimbursement does not include daily travel between home and the service location.
- Professional development, trainings and networking opportunities.

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.

How to apply: Please submit a resume and cover letter to Emily Bartlett, Community Impact Direct Services Manager, United Way of Northwest Arkansas, 100 Parkwood Street, Lowell, AR 72745 or via email at ebartlett@unitedwaynwa.org. Please also submit an application online via the AmeriCorps website, www.americorps.gov and select the United Way of Northwest Arkansas Statewide 211 AmeriCorps program in Arkansas.

For more information: Contact Emily Bartlett, Community Impact Direct Services Manager, at ebartlett@unitedwaynwa.org or 479-303-4417.

Member’s Legal Name: _____

Signature (Member): _____

Date: _____

Program Director Name:

Emily Bartlett

Signature (Program Director): _____

Date: _____