# JPG 300DPI_Standard

| Program | | | Information and Crisis Services | | | | |
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| Location | | | Fargo, ND | | | | |
| Job Title | Database and Resource Coordinator | | | | | | |
| Reports to | Director of Helpline Operations | | | | |  |  |
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| Level/Grade |  | | | Type of position:  Full-timetime  Part-timetime  ContractorContractor  InternIntern | Hours 40/ week  ExemptExempt  NonexemptNonexempt | | |
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| General Description | | | | | | | |
| The Database and Resource Coordinator will maintain the information and referral database, FirstLink statistics, and provide program support to the telephone services | | | | | | | |
| work experience requirements | | | | | | | |
| * Minimum 2 years experience in customer service * Knowledge in helpline operations and database management * Computer and data entry knowledge | | | | | | | |
| education requirements | | | | | | | |
| * High School Diploma * Bachelor’s Degree in Human Service-related field * Previous or current coursework in Human Services related field | | | | | | | |
|  | | | | | | | |
| Reviewed by | |  | | | | Title |  |
| Approved by | |  | | | | Title |  |
| Date Posted | |  | | | | | |

Essential Job Functions

* Oversee the development and maintenance of FirstLink’s database of community resources
* Oversee and maintain the information and referral (I&R) database
* Direct communication with service providers to update the information annually, following-up as necessary
* Develop and sustain connections within the community to recognize and correct interim changes in the database
* Actively seek new services and enter information in to the database with consistent coding
* Collect and maintain specialized community services offered on a seasonal basis
* Handle agency questions and concerns in a professional and effective manner
* Conduct quality checks within the database to ensure consistency and professionalism
* Review and amend policies and procedures related to the database, as necessary
* Oversee and maintain Information and Crisis Service statistics
* Review call sheets and provide feedback when necessary
* Monitor call documentation for completeness and accuracy
* Record monthly, quarterly, and yearly statistics
* Prepare monthly written statistical reports
* Disseminate the statistical reports to designated community agencies/organizations
* Provide direct services
* Answer telephones as necessary
* Provide on call duties during assigned week, to include 24 hour assistance and consultation to staff and volunteers. Also ensure that there is 24/7 coverage as needed
* Assist with special events including, but not limited to Giving Tree of Hope
* Perform essential public services during and following local disasters, working extra hours as needed
* Program support
* Assist Training and Education Coordinator in providing database training component for call specialist training program
* Document and record information on child abuse reports, vulnerable adult reports, on-call page, rescue implementations, etc.
* Attend designated meetings throughout the community to network with service providers
* Administrative support services
* Attend all staff and committee meetings relevant to this position
* Perform all acts necessary or incidental to the operations of Information and Crisis Services
* Help and organize special events
* Perform all other tasks as assigned

Requirements

* Maintain a professional attitude and working environment
* Demonstrated expertise in customer service and crisis intervention
* Strong organizational skills
* Practical computer experience
* Abide by FirstLink’s policy of strict confidentiality
* Comply with all State, Federal, and Organizational policies and regulations
* Ability to work evening, overnight and weekend hours, as necessary (During times of disaster, will work extra as needed)
* Manage volunteers/ interns in their program area of expertise
* Helping and organizing special events and with fundraising
* Experience in public speaking and presenting
* Must be willing and able to meet certification standards upon one year of employment (or sooner with previous information and referral experience)

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Staff Signature Date

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Supervisors Signature Date