



Job Description

Job title: Community Resource Specialist

Work Location: Fargo, ND

Program: Information and Crisis Services

Reports to: Community Resource Coordinator

Full-time

Part-time

Exempt

Nonexempt

Essential Duties and Responsibilities:

The Community Resource Specialist will maintain and update the information and referral database, FirstLink statistics and reports. This position will also provide direct service to callers reaching FirstLink through the 2-1-1 Helpline, Crisis and Suicide Lines, and referrals. This position will comply with program policies, national standards, and maintenance of appropriate records. This role also takes part in the on-call rotation.

To collect, catalog, and maintain comprehensive and accurate information on community services

- Maintain the information and referral (I&R) database
- Update all entries in the database at least yearly, to maintain compliance with AIRS
- Seek new resources and enter service information into the database
- Catalog resources in a consistent manner to allow easy accessibility
- Handle agency questions and concerns in a professional and effective manner

Maintain Information and Crisis Service statistics

- Record statistics as needed and on a monthly, quarterly, and yearly basis
- Disseminate statistical reports to designated community agencies/organizations
- Review calls for completeness when necessary

Direct Service

- Answer calls during phone shift and as needed to provide direct service to callers reaching FirstLink through the 2-1-1 Helpline, Crisis Lines, National Suicide Prevention Lifeline, and referrals.
- Assure that all calls statistics are documented per policy during shift
- Provide peer facilitation as needed
- Maintain accurate records
- Perform essential public services during and following local disasters
- Provide on-call support to include 24-hour assistance and consultation to staff and interns, as well as ensuring 24/7 phone coverage during on-call rotation

Agency Support Service

- Attend monthly staff meetings
- Attend other trainings as required
- Assist with fundraising and special events

Education and Work Experience Requirements:

- Preferred 2 years' experience in customer service
- Preferred experience in crisis intervention and/or call centers
- Basic computer knowledge
- High School Diploma/GED (preferred Associate/Bachelor's degree or current coursework in human service-related field)

Other Position Requirements:

- Must be 18 years of age or older
- Maintain a professional attitude and working environment
- Demonstrated expertise in customer service and crisis intervention
- Strong organizational skills
- Abide by FirstLink's policy of strict confidentiality
- Ability to work evening, overnight and weekend hours, as necessary (during times of disaster, will work extra as needed)
- Knowledge of computer operations sufficient to enter, retrieve and manipulate data
- Ability to function in a work environment with moderate noise levels from several sources creating constant activity
- Work under stressful conditions and react appropriately using good judgment
- Able to handle multiple tasks to receive and communicate information to and from several sources ensuring calls for service are dispatched and monitored in a timely manner
- Net Keyboard/typing speed of 40 wpm or better (Gross minus errors = Net)
- Ability to read and follow oral and written instructions
- Effectively prioritize situations and make decisions based on the information received
- Must have reliable transportation and be able to travel
- Assist volunteers/ interns / new staff in their program area of expertise and peer facilitating
- Work under stressful conditions and react appropriately using good judgment
- Comply with all state, federal, and organizational policies, and regulations
- Duties, responsibilities, and activities may change, or new ones may be assigned at any time with or without notice.