

211 Information & Referral Associate—FT

Key Responsibilities:

211 Community Navigation

- Provide excellent customer service responding to telephone inquiries concerning the availability of services provided by public or community resources.
- Screens callers for services, accurately records transaction information, refers callers to appropriate resources, and advocates for callers-especially experiencing difficulties or lacking ability needed to make effective contact with agencies, programs and services-as needed.
- Responds to information requests received through various methods: telephone, email, social media, in-person, etc.
- Provides specific, detailed information to the individuals about accessing public, private, government, and community resources for health and social services.
- Stays informed on broad social issues and local, state, and federal policy changes that impact human services for New Mexicans.
- Records client call information into information electronic record systems in compliance with contract and reporting requirements stipulated by funding partners.

211 Resource Database Maintenance

- Research answers to new questions and requests for unknown services.
- Captures changing information on resources and eligibility requirements to ensure accurate information is in 2-1-1 resource database.
- Helps maintain comprehensive, up-to-date information on local health, social and disaster-related services in 2-1-1 resource database.

Game Changer Client Support

- Provide excellent, empathetic, confidential customer service to UW Game Changer clients:
 - follow protocols
 - respect Game Changer budget and policies
 - collect required information and paperwork
 - record services rendered into electronic records system
 - maintain confidential client files
- Work closely with other 211 staff to ensure strong coordination and effective service.

Community Outreach

- Represent 2-1-1 and United Way of Eastern New Mexico effectively to agencies, donors, and the public- in person, at info sharing events such as health fairs
- Participate in community meetings such as health councils and emergency planning committees
- Manage projects and activities that arise from community outreach work as needed.

Administrative support for 211 and UWENM Office

- Maintain client files and records
- Submit weekly, monthly and annual reports
- Ordering and tracking office supplies
- Support basic bookkeeping: deposits, receipt management, payment tracking

Compensation and Benefits

Salary--hourly

- Starting wage is \$14.50 per hour. 37.5 hours per week. Typical workweek M-F 8am-4:30pm. Community outreach and fundraising will require attendance of events on weekends, evenings, and even early mornings at various times.

Vacation and Sick Leave

- UWENM employees accrue two weeks of paid vacation and two weeks of paid sick leave each year.
- In addition, employees enjoy all paid federal holidays.

Retirement

- UWENM matches up to 3% of employee's salary in a Simple IRA account.

Mileage Reimbursement

- Mileage reimbursement for errands and travel to meetings at IRS standard rates. Travel between our four counties is critical to our mission and fundraising success.

Culture

UWENM values teamwork, integrity, and transparency. Our small staff is dedicated to the smooth operation of our organization and meeting the needs of our community. Each staff person carrying out our individual responsibilities and then coming together to have greater impact. Asking for help is a gift that benefits us all.

Apply Now!

Send your resume and a coverletter to staff@unitedwaynm.org