



## 2-1-1 I&R and Resource Specialist Position Description

### 2-1-1 Resource and I & R Specialist (Full-time, Non-exempt Position)

*2-1-1 is an easy-to-remember and universally recognized telephone number that helps connect people to the community organizations, government agencies, and other resources that they need.*

*2-1-1 helps people navigate the complex and ever-growing human services arena by making services easier to find and access. By ensuring that people can locate needed services, 2-1-1 encourages prevention and fosters self-sufficiency.*

**Purpose:** The Resource and I & R Specialist is responsible for providing high-quality, comprehensive I&R services to callers who contact the Northern Virginia Regional 2-1-1 Center by maintaining the Northern Virginia 2-1-1 Database and answering phone inquiries. The Resource and I&R Specialist reports directly to the 2-1-1 Call Center Director.

#### **Responsibilities include:**

- Acquiring and maintaining a high level of familiarity with I&R database and community resources.
- Researching and collecting information and data regarding community services.
- Maintain, update, import and export data within the 2-1-1 Northern Virginia database.
- Collaborate with regional 2-1-1 VIRGINIA centers and 2-1-1 DCMetro partners around database issues.
- Provide data reports to Call Center Director and partners.
- Oversee and delegate database responsibilities to I&R Specialists as needed.
- Assist Call Center Director to prepare for AIRS Accreditation.
- Provide back up support for answering incoming 2-1-1 calls on shifts scheduled between 8 a.m. and 5 p.m. Monday - Friday.
- Providing callers with the information they need using a database of programs and services and their own knowledge of the human services available in Northern Virginia.
- Researching requests for information.
- Using active listening skills to develop rapport and, as needed, de-escalate callers.



- Assessing callers' needs, facilitating problem-solving with callers, and making accurate referrals to appropriate community agencies, programs, and services.
- Use training to intervene on callers who may threaten themselves or others.
- Serving as advocate for callers when appropriate.
- Becoming AIRS CIRS-certified and CRS-certified upon meeting eligibility requirements. (Training will be provided.).
- Assisting with other duties and projects as assigned by the supervisor.

**Qualifications:**

- Successfully completes CrisisLink's 50 hour I&R Training and 35 hour Crisis Intervention and Suicide Prevention Training and Resource Specialist Training.
- Demonstrated proficiency in AIRS taxonomy and 2-1-1 database skills through AIRS Certified Resource Specialist (CRS) certification, and/or demonstrated proficiency with databases and successful pursuit of CRS certification.
- Knowledge of human services programs and environment in Northern Virginia.
- Excellent communication and written skills, including ability to relate effectively with people from all economic, racial, age, ethnic, and social groups.
- Detail-oriented with strong organization and documentation skills, and ability to follow protocols and procedures..
- Strong customer service orientation and desire to provide appropriate assistance to any person in need. Ability to speak clearly and be easily understood over the telephone.
- Ability to work well in a team; good interpersonal skills and a positive attitude. Strong time management skills and ability to manage stress successfully.
- Ability to use computer and database to complete job functions, and to accurately document information on all calls and projects.
- Ability to work a flexible schedule. Must be able to work occasional weekends for training and meeting purposes. Ability to be on-call and work during times of disaster and emergencies.
- Must have own reliable transportation (10% - Local Travel).



- Bachelor's degree in social work or related field plus one year experience working in a human services position **OR** Associates degree in related field plus three years experience in customer service in human services.

**Application Procedures:**

Send your resume and cover letter to [211applicant@crisislink.org](mailto:211applicant@crisislink.org)

*CrisisLink is proud to maintain a drug and smoke free workplace. CrisisLink is committed to a policy of equal employment and does not discriminate in the terms, conditions, or privileges of employment on account of race, color, religion, national origin, sex (including pregnancy, childbirth, or related medical conditions), age, physical or mental disability, marital status, Vietnam veteran and other protected veteran status, or on any other basis that is prohibited by applicable law.*