



**PROGRAM COORDINATOR
211 OPERATOR**

JOB TITLE: 211 Operator

CLASSIFICATION: Program Coordinator

SUPERVISOR: Program Director and/or Program Manager

PURPOSE OF POSITION: The 211 Operator is responsible for providing support to community members by connecting them with resources and services via HRN's 211 phone line.

QUALIFICATIONS:

1. A high school diploma required. An associate degree in communication preferred.
2. Ability to work respectfully with adults and youth from various cultural and socio-economic backgrounds.
3. Ability to maintain a calm, positive, and professional demeanor.
4. Ability to build and maintain relationships with external community organizations and agencies.
5. Able to keep and maintain accurate records and files.
6. Excellent time management, attention to detail, and organizational skills.
7. Excellent oral, written, and listening skills.
8. Excellent telephone reception skills and is proficient in computers.
9. Excellent interpersonal and networking skills.
10. Possess the ability to multitask and work independently.
11. Able to obtain a California Criminal and Child Abuse Index clearance.
12. Possess or obtain within 60 days of hire a valid California driver's license and current vehicle insurance.
13. Work as a team player for whom the ownership of ideas is less important than the result of the collaborative effort. As such, the individual will be a team player who can take both leader and follower roles as the situation requires.

DUTIES:

1. Answer the 211 telephone and provide callers with resources and direct to current services within HRN and Trinity County.
2. Collaborate with organizations, partners, and other 211 regions to maintain a current Trinity County Resource & Information database.
3. Coordinate resource listing, referral processes, and staff collaboration with United Way of Northern California's (UWNC) to best connect callers and HRN clients to UWNC Programs.

4. Develop, implement, and maintain the Resource & Call Program for Trinity County.
5. Research and attend all appropriate meetings to gather information and resources about the Resource & Call Program.
6. Actively engage in outreach for the Resource & Call Program.
7. Collaborate with the Public Relations Coordinator to develop and create social media and outreach material for the Resource & Call Program.
8. Implement program and agency policies and procedures established in accordance with funding sources.
9. Implement assigned programs with timely recordkeeping sufficient to document activities and prepare progress reports.
10. Maintain confidentiality of client and caller information.
11. Attend local, regional, and statewide meetings, training, and conferences as required.
12. Adhere to the HRN Employee Handbook.
13. Other duties as assigned for agency growth and development.

Applications invited from all qualified individuals without respect to race, color, religion, sex, gender identity or expression, sexual orientation, national origin, age, disability, genetic information, or other personal characteristics.

I understand that I am free to resign at any time, with or without cause and without prior notice. The employer reserves the same right to terminate my employment at any time, with or without cause and without prior notice, except as may be required by law. This application does not constitute an agreement or contract for employment for any specified period or definite duration. I understand that no supervisor or representative of the employer is authorized to make any assurances to the contrary and that no implied oral or written agreements contrary to the foregoing express language are valid unless they are in writing and signed by the Executive Director.

I HAVE READ AND UNDERSTAND THE ABOVE POSITION DESCRIPTION

Signature

Date

Printed Name