

**UNITED WAY OF SOUTHWESTERN INDIANA  
POSITION DESCRIPTION**



**Position:** 2-1-1 Community Navigator  
**Reports to:** 2-1-1 Services Manager

**Purpose and Scope of Job:**

This position is responsible for helping people identify their goals, prioritize their needs, and connect with valuable community resources. Community Navigators are skilled in helping community members identify, understand, and effectively use the programs that are part of the health and human services systems. These individuals possess excellent communication skills, expertise, and compassion in identifying and providing high quality resource, and also assist in identifying new or updated resources to ensure the accuracy and integrity of the center's resource database. Community Navigators must be available Monday – Friday from 8:00 am to 5:00 pm. This position may be full or part time.

**Essential Responsibilities:**

**Resource Navigation - 80%**

1. Answer incoming 2-1-1 calls, text, and other inquiries
2. Provide excellent customer service by responding to each inquirer in a professional, nonjudgmental, culturally-appropriate manner
3. Establish and maintain rapport by conducting professional assessments to determine needs (including unstated and unmet needs) and collect demographic information using non-integratory methods
4. Utilize highly developed critical thinking skills and reasoning to connect the dots on complex issues, uncover root causes of issues, and identify alternative solutions for unmet needs
5. Use database system to provide detailed referrals that include all pertinent contact information and steps involved thereby empowering callers to seek the assistance they need
6. Identify advocacy opportunities to eliminate barriers to services, reduce potential harm, and provide more immediate access to services
7. Use effective crisis intervention skills when appropriate
8. Maintain confidentiality of client records
9. Be available to work on-call especially during times of disaster including evenings, weekends, and holidays
10. Assist with other duties as assigned including but not limited to mailings, stocking, and general office work

**Call Documentation - 10%**

1. Understand and adhere to Indiana 2-1-1 and United Way of Southwestern Indiana 2-1-1 policies and procedures including following protocols in completing client demographics, referrals, and needs documentation in a timely manner
2. Ensure documentation accurately reflects what transpired during the interaction
3. Complete all data forms as required for appropriate calls or texts
4. Exceed all monthly metric goals including follow-up goals

**Outcomes & Follow-Up Processes - 5%**

1. Conduct outcome and follow-up calls as required by center protocol
2. Provide additional referrals as necessary
3. Appropriately document all information and results collected
4. Meet monthly metric goals related to outcomes and follow-ups

**Relationship Management - 5%**

1. Positively represent United Way of Southwestern Indiana and Indiana 2-1-1 by providing excellent customer service to both internal and external clients
2. Fulfill commitments, respond promptly to client needs, and welcome feedback to continually reinforce and strengthen the organization's reputation with all community members
3. Report all resource updates to supervisor in a timely manner

**Minimum Requirements:**

**Education:** Associates degree in human services, social work, communications, or other related field preferred. Will consider candidates with a high school diploma in combination with relevant work experience.

**Experience:** A minimum of 1 year of related experience in human and social services field.

**Skills:**

- Must be highly organized and have excellent written and verbal communication skills
- Knowledgeable of community, regional and state human and social service resources
- Ability to work with clients, agency professionals and staff in a friendly, cooperative, and professional manner
- Must possess excellent time and project management skills
- Ability to manage multiple tasks simultaneously
- Ability to work both independently and as part of a team
- Must have active listening and problem solving skills
- Demonstrated personal computer skills with MS Office applications and other software applications
- Experience with or ability to learn database software and phone systems
- Bilingual Spanish speaker preferred but not required

**Other Requirements:** Willingness and ability to travel throughout counties in service area as well as other meetings as needed. Valid Indiana driver's license; required minimum insurance coverage and daily access to reliable transportation. Occasionally required to work hours outside the standard 8:00 AM to 5:00 PM timeframe.

**Interested applicants should apply at [HR@unitedwayswi.org](mailto:HR@unitedwayswi.org)**