

**United Way of North Carolina
Resource Coordinator for NC 2-1-1 and NCCARE360**

Summary

The Resource Coordinator position assists with the coordination and maintenance of resource data supporting United Way of North Carolina's NC 2-1-1 information and referral system and as part of the NCCARE360 team. The position is available through the United Way of NC office in Cary, NC with hybrid and remote working consideration made on a case by case basis.

Responsibilities:

Quality Assurance Oversight

Follow policies and protocols that ensure the NC 2-1-1 resource database is in full compliance with all Resource Database standards, including the following elements:

- Comprehensive and consistent listings;
- Appropriate and consistent application of the Alliance of Information and Referral Systems (AIRS) Standards <http://www.airs.org/airsdata> and 2-1-1 LA Taxonomy;
- Adherence to the NC 2-1-1 Style Manual;
- Application of approved templates for standardized resource listings.

Database Management

- Follow policy and procedures and utilize provided resources and tools to ensure database is current and accurate including annual resource updates and interim changes
- Follow assigned work plan to meet deliverables around core resource areas and/or geographic assignments for database expansion.
- Work with the database directly and through interaction with agencies to enhance, update, and improve the resources within the NC 2-1-1 database. Specifically to
 - Provide for global corrections to existing records within an assigned area to achieve compliance with Quality Assurance monitoring standards;
 - Enhance the database listings;
 - Ensuring basic needs categories are fully represented;
 - Review responses to auto verification requests and assign geography and taxonomy as appropriate;
 - Respond in a timely manner to requests for general information on NC 2-1-1 from external agencies seeking information and/or corrections regarding their agency's information in the database.
- Provide support to external customers who request assistance with on-line updating tools.

Knowledge, Skills, Competencies and Abilities

- Associate's Degree or Bachelor's Degree in Library Studies or Health and Human Services or the equivalent in education and experience.
- Experience and knowledge of the health and human services field as it pertains to government and the non-profit sector. Specifically, an understanding of the organizational structures of government agencies and non-profit organizations meeting the health and human services needs of individuals, specifically those in NC.
- Strong oral and written communication skills and the ability to communicate with individuals at all levels within an organization. Ability to communicate clearly and effectively via phone and email.
- Experience in the management of robust databases with a focus on data integrity and the importance of adhering to style guidelines for data consistency.
- Highly organized and IT-competent, proficient in Microsoft Office and iCarol or similar database management program.
- Once eligible, become a certified AIRS Community Resource Specialist - Database Curator (CRS-DC).
- Demonstrated versatility and flexibility in learning new information, taking on new assignments and contributing as needed within the scope of the position. Ability to maintain a stable, consistent performance under fluctuating conditions such as time pressure or new/modified assignments. Readily adjusts priorities based on pressing or changing tasks.
- Ability to take initiative to independently accomplish tasks within the scope of the position. Well-developed organizational skills and attention to detail.
- Ability to work productively as a member of a team, providing constructive input towards team goals and project vision. Ability to compromise when necessary for the success of the team.
- Ability to maintain confidential information.
- Spanish speaking a plus.

Additional Details:

- This position reports to the Resource Manager for NC 2-1-1 and NCCARE360 and serves in an active role on the Resource Team.
- Must be a resident of North Carolina and hold a valid NC Driver's license.
- All United Way of North Carolina employees are required to have an up to date COVID 19 vaccination.
- Reimbursable travel within NC may be required as part of this position.
- Ability to be in a stationary position and perform repetitive motion type tasks.

Position includes full paid medical, short and long term disability and 403b retirement plan contribution made by United Way of North Carolina.

To apply: Send cover letter and resume to 211resumes@unitedwaync.org