

United Way of North Carolina Position Description

Position Title: NC 211 Navigator

Reports To: NC 211 Navigator Team Lead

Position Overview:

United Way of North Carolina (UWNC) is the state association for 50 local United Ways and administers the statewide NC 211 system which will be adding an in-house call center as part of our strategy to continue to deliver information and referral services via the 2-1-1 dialing code in North Carolina. This position is part of a team of Navigators that successfully deliver high touch support and services to clients through various lines of business that leverage the NC 211 system. Navigators can become specialized in one or more line(s) of business at NC 211, allowing them to provide a higher level of service to clients. Currently, Navigators are assigned to support the following lines of business at NC 211: NCCARE360, Back@Home, Blue Assist.

Areas of Responsibility:

Navigator Function

- As part of the call center team, complete full NC 211 Call Center orientation and training in assisting clients, using the 2-1-1 database, and Call Center Standard Operating Procedures. Participate in on-going trainings with call center staff.
- Develop a working knowledge of assigned subject area(s) to be best enabled to support clients accessing NC 211 through designated line(s) of business.
- Receive and respond to clients through various channels for designated line(s) of business.
- Follow established protocols to fully assess the needs of client and utilize skills to identify any secondary or additional needs the client faces.
- Utilize a checklist and/or resource search to identify the resource(s) to best meet the need(s) of the client. Identify any potential barrier(s) the client may face in accessing the services.
- Provide high-touch service to the client including, but not limited to, advocacy calls, warm transfer, assistance with completing an intake or application process, assistance with compiling documentation to receive assistance, developing an action plan and more to assist client.
- Maintain contact with client through follow-up and outreach efforts including regularly scheduled check-ins with the client's consent.
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- Document all contacts with clients in established databases and systems (iCarol, UniteUs), including the collection of required demographic fields. Maintain comprehensive notes on client needs and resources provided, and any barriers encountered with accessing resources.
- Utilize lethality assessment and arrange for crisis intervention services when needed.

Quality Assurance

- Adhere to documented workflows which will be monitored for compliance with opportunities provided for continued staff development.
- Contribute to team performance by meeting or exceeding monitored performance metrics.
- Actively engage in team meetings, trainings and coaching sessions and any collaborative feedback sessions with Team Lead and Managers.
- Maintain communication with Team Lead concerning barriers, changes, gaps, problems or issues.

Resource and Database Support

- Support the NC 2-1-1 Resource Team by flagging resources in iCarol needing update, deletion and/or addition for database identified through work and as appropriate.
- Maintain awareness of seasonal or cyclical resources and offer those opportunities to clients accordingly.

Disaster Response:

- Support of 24/7 disaster response during times of activation.

NC 211 is a 24/7/365 operation. If you have scheduling limitations that would prevent you from being able to support our operations, please include those details in your cover letter response.

Our call center operation is located in Cary, NC. All staff are required to work on site for at least the first 90 days of employment. To ensure the health and safety of our team, we require all staff to maintain current vaccination status and follow any local, state or federal public health guidelines.

DESIRABLE QUALIFICATIONS:

- Bachelor's Degree in social services or human services and at least one year of experience in the human services field, specifically with a focus on meeting the needs of older adults and/or persons with disabilities or two years' experience in 211 call center or similar call center environment.
- Ability to obtain or current certification as a Community Resource Specialist with the Alliance of Information and Referral Systems (AIRS).
- NC 211 is an integral part of the State Emergency Response Team (SERT). This requires all NC 211 staff to be available during times of emergency, to work beyond normal hours and/or to be flexible in meeting the needs of the event.
- Professional and/or personal experience with and knowledge of health and human services resources in North Carolina and the needs and barriers faced by vulnerable populations across the State.
- Experience with information and referral systems and processes, especially call centers and phone and electronic referrals.

- Ability to communicate and work effectively with individuals with diverse backgrounds, needs, and communication styles
- Working knowledge and comfortable with call center technology and software applications, especially client management systems.
- Strong verbal and written communication skills.
- Excellent listening skills and patience. Non-judgmental, and tolerant of the diverse values and beliefs of clients.
- Respectful of the confidential nature of client's need and the information and referral service.

Other:

- Bi-lingual candidates encouraged to apply, please include your level of fluency in your resume or letter.
- Candidates must have the ability to work at UWNC's Cary NC call center location.
- We encourage people with disabilities and from other diverse backgrounds to apply. Workplace accommodations can be made for individuals with special needs.

To apply, send cover letter and resume to 211resumes@unitedwaync.org.

No calls or emails for information please.

United Way of North Carolina is an Equal Opportunity Employer.