



United Way
of Lancaster County

Lebanon County Focused Information and Referral Specialist
PA 2-1-1 EAST

Purpose of Position: The primary responsibility of this position is to provide information, referral and prescreening for County specific programs. An emphasis on quality customer service skills and accurate data recording is essential. This position is responsible for answering incoming calls, collecting client information and demographics, and administering an assessment to identify housing and other community needs.

Fluency English/Spanish required.

HOURS: Tuesday-Saturday *or* Sunday-Thursday.
11:00am-8pm with a 1 Hour Break *or* 11:30am-8:00pm with a half hour break.

Accountability: Director, PA 2-1-1 East

PRIMARY JOB RESPONSIBILITIES/DUTIES INCLUDE:

- Provide information, referral and prescreening for callers from Lebanon county with a prioritized call queue. When there are no calls from Lebanon, this role will support other counties within the PA 211 East region.
- Answering inbound phone calls with an appropriate tone of voice, paying close attention to voice inflection and volume.
- Maintain a non-judgmental attitude when speaking with callers, displaying sensitivity to all cultural backgrounds.
- Assessing caller needs and facilitating appropriate referrals for families and individuals seeking health and human service information.
- Accessing the 2-1-1 database for resources and appropriately refer callers.
- Demonstrate proficiency in using call center software, computer hardware and telephone equipment
- Proficient in the use of text and chat

SKILLS REQUIRED:

- Excellent communication and listening skills, empathetic and calm attitude
- Attention to detail
- Demonstrated knowledge of health and human services desired
- Ability to actively assess client needs and show sensitivity to issue presented by callers
- Ability to communicate orally and in writing
- Ability to work well within a team environment and independently
- Bilingual is required.
- Ability to work in a high paced call center
- Demonstrate basic computer skills

QUALIFICATIONS: Bachelor's degree in Social Work preferred; or an equal amount of education, knowledge and experience in health and human services field will also be considered. Familiarity with personal computer word-processing and databases required. **Bi-lingual in English and Spanish is required.** Preference will also be given to residents of Lebanon County, but is not required. Must have excellent communication skills, written and verbal, and be able to communicate effectively with diverse clients, staff, and external agencies. Must have ability to engage quickly with those in need and perform quick assessments.

PHYSICAL REQUIREMENTS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Ability to lift 20 pounds. Able to bend, twist, and turn. Able to sit for 7-8 hours/day. Able to view computer screen and input data. Vision ability to include close vision, depth perception, and ability to adjust focus. UWLC will provide reasonable accommodations to a qualified individual with a disability, as defined by the ADA, who has made UWLC aware of his or her disability, provided that such accommodation does not constitute an undue hardship for UWLC.

CLEARANCES REQUIRED: At point of hire, and periodically thereafter, able to secure the Pennsylvania State Police background clearance and the Pennsylvania Child Abuse History clearance. Clearances are required with relevance to the position.

June 2021