



United Way
of Lancaster County

SACA/211 RESOURCE NAVIGATOR, BI-LINGUAL

Purpose of Position: Provide hands-on, community-based services to remove barriers to seeking assistance. This position is responsible for answering incoming calls, walk-ins, chat and text platforms, in addition to collecting client information and demographics. An emphasis on quality customer service skills and accurate data recording is essential.

Accountability: Director, PA 2-1-1 East and SACA assigned Supervisor

PRIMARY JOB RESPONSIBILITIES/DUTIES INCLUDE:

- Provide short -term case management services to identify needs and help to stabilize families.
- Respond to client concerns via inbound phone calls and/or walk-ins, 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.
- Assist with general 211 calls as assigned.
- Provide application assistance for financial assistance and supplemental programs, i.e. SNAP, LIHEAP
- Proficient in use of Text and Chat

SKILLS REQUIRED:

- Value diversity, equity and inclusion
- Ability to communicate fluently -Bilingual Spanish/English
- Excellent communication and listening skills, empathetic and calm demeanor
- 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
- Ability to work in a fast-paced environment while maintaining attention to detail
- Demonstrated knowledge of Microsoft Office basics (Excel, Word, Outlook)
- Ability to effectively use technology including multiple software applications, text, chat and headset.
- Demonstrated knowledge of social services is desirable.
- Must pass background clearances and drug test.

TRAVEL: This position will travel between several locations in Lancaster. Reliable transportation is required.

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.

- Employee is primarily seated while performing duties.
- Employee must speak and hear; hands are regularly used to write, type, key and handle or feel small controls.
- Extensive use of the computer and phones in call center environment.

The statements herein are intended to describe the general nature and level of work being performed by the employee assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of incumbents.