

Hours are:  
11:00am-8:00pm

## **Resource Navigator – PA 211 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.

**Accountability: Director, PA 211 East**

### **PRIMARY JOB RESPONSIBILITIES/DUTIES INCLUDE:**

- 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, including evaluating client eligibility using pre-determined screening criteria for a variety of specialized contracts
- Accessing the 211 database for resources and appropriately refer callers.
- Demonstrate proficiency in using call center software, computer hardware and telephone equipment
- Proficient in use of Text and Chat
- Provide information, referral and prescreening for callers from specific counties within the PA 211 East region who may be facing loss of their primary residence due to eviction.

### **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 a plus
- Ability to work in a high paced call center
- Demonstrate basic computer skills

**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 ADAAA, 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.