DISTRICT XI HUMAN RESOURCE COUNCIL
POSITION ANNOUNCEMENT

Position: Information and Referral Specialist
Location: Missoula, MT
Rate of Pay: $13.52/hour
16 to 20 hours/week between 9 a.m. & 5 p.m.
Opening Date: October 19, 2020
Closing Date: Screening will begin on November 2, 2020. Position is open until filled

**Job Summary:**

Position is with the 2-1-1 Information and Referral line. The specialist assesses the needs of the caller, searches the computerized database, provides the caller accurate information and makes referrals to appropriate resources. The specialist will also interview certain individuals for inclusion in the Missoula Coordinated Entry System database. Services are provided only via the telephone. There is no personal contact with the caller. Hours and days worked each week are scheduled by the Community Information & Referral Services Coordinator. The hours and days worked each week will vary.

Required minimum qualification levels, duties and responsibilities of this position as well as the necessary knowledge, skills and abilities are detailed in the job description included in the application packet.

**APPLICATION PROCESS**

Application packet, including job description, available at:

Human Resource Council
1801 South Higgins Avenue
Missoula, MT  59801

You may request the Application Packet electronically by contacting Lina at lina@hrcxi.org, or download on HRC website at www.humanresourcecouncil.org

To be considered for the position, a completed HRC Application for Employment and Application Supplement must be returned to the Human Resource Council.

Human Resource Council is an Equal Opportunity Employer.
Reasonable accommodations are provided in the hiring process for persons with disabilities.
**DISTRICT XI HUMAN RESOURCE COUNCIL, INC.**

<table>
<thead>
<tr>
<th>Department: 2-1-1</th>
<th>Job Description</th>
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<tr>
<td><strong>Job Description Title:</strong> Information &amp; Referral Specialist</td>
<td><strong>FLSA Status:</strong> Non-exempt</td>
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<tr>
<td><strong>Accountable To:</strong> Community Information &amp; Referral Services Coordinator</td>
<td><strong>Pay Grade:</strong> 4</td>
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<td><strong>Position Status:</strong> Part-time</td>
<td><strong>Revision Date:</strong> 10/15/2020</td>
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<tr>
<td><strong>Prepared By:</strong> Lena Negrete</td>
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**Job Summary:**

This position is an Information and Referral Specialist for the 2-1-1 telephone line. The specialist assesses the needs of the caller and then provides accurate information and makes referrals to appropriate resources. The specialist will also interview certain callers for inclusion in the Missoula Coordinated Entry System Housing database. Services are provided through the use of the telephone. There is no personal contact with the caller.

**Expectations:**

- Report to work on time each scheduled day.
- Be courteous and treat company employees, customers and the public with respect.
- Clearly communicate questions and/or concerns to your supervisor when they arise.
- Maintain appropriate communications with supervisors and co-workers.
- Perform other duties as assigned, which require similar knowledge, skills and abilities.

**Essential Duties and Responsibilities:**

**A. Assessment and Referral**

1. Listen to the caller, ask appropriate questions to obtain needed information.
2. Determine needs of the caller. Evaluate the information based upon what resources have been contacted already and what programs are being utilized.
3. Make the assessment, and provide the information and/or refer the caller to the appropriate resources.
4. When indicated, advocate with the appropriate referral programs on behalf of the caller. If caller is in crisis, or is experiencing barriers to making it difficult for them to follow through on the referrals given, link the caller to the appropriate agency.
B. Reporting and Data Base

1. Enter statistics involving caller information, resources used, problems, needs, gaps in services and referral resources. When indicated, enter demographics, caller information and information regarding housing stability and resources used into the Missoula Coordinated Entry System database.
2. Solicit any additional information needed or deemed to be beneficial to the databases.
3. Update the database noting any changes, additions or deletions. Enter any changes in the database as appropriate, and enter these changes in manual tracking mechanism.

Minimum Qualifications (Knowledge/Skills/Experience/Licenses/Certifications):

Other combinations of education and experience, which could provide the required knowledge, skills and abilities, will be evaluated on an individual basis.

- Must be able to maintain regular attendance and work scheduled hours.
- Valid Montana State Driver’s License or ability to obtain one and insurable on company policy.
- Knowledge of the community resources.
- Knowledge and ability to organize and set priorities.
- Knowledge of time management practices. An understanding of the types of problems encountered by low income and disadvantaged people.
- Basic knowledge of computers and database.
- The knowledge and abilities listed above are usually acquired through a combination of education and experience equivalent to a high school diploma, and at least two years experience in guidance, advising, and/or working with low-income people.

Supervisory Responsibilities:

None

Technology Used:

Computer equipment used in computer networking specialized database software, 10 key calculator, copier and multi-line phone.

Physical Demands and Work Environment:

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.

Work is performed primarily in an office setting. Hand-eye coordination is necessary to operate computers and various pieces of office equipment.
**Required Employee Tools and Clothing:**

Business casual attire appropriate to an office setting.

Supervisor Signature: ____________________________ Date: __________________

The above statements are intended to describe the general nature and level of work being performed by the individual assigned this position. This job description is **not** intended to be an exhaustive list of all responsibilities, duties and skills of the employees in those positions(s).

I have read and accept the duties and responsibilities as outlined. I have also been given the opportunity to discuss any questions or concerns regarding any or all of the above directly with my supervisor prior to signing this document. Further, I agree to notify my supervisor immediately in the event that I am unable to fulfill any or all of the duties as outlined above.

*I understand that DISTRICT XI HUMAN RESOURCE COUNCIL, INC. reserves the right to revise or change this job description as the need arises.*

__________________________________________ ________________________
Employee Acknowledgement and Signature Date

__________________________________________
Printed Name