



## South Carolina 211

### MEMBER SERVICE DESCRIPTION

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<b>Position:</b>	<b>AmeriCorps 211 Resource Specialist</b>
<b>Slot Type:</b>	<b>Reduced full-time</b>
<b>Stipend Amount:</b>	<b>\$826.08</b>
<b>Service Term:</b>	<b>August 12, 2024 to July 31, 2025</b>
<b>Service Hours:</b>	<b>1200</b>
<b>Location:</b>	<b>Remote/Hybrid</b>
<b>Hours:</b>	<b>Monday – Friday, 8a – 5p</b>
<b>Reports to:</b>	<b>State Director of 211 Services</b>

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**Position Summary:** Member is responsible for leading maintenance and enhancement of the South Carolina 211 database as assigned by region and category. This position will develop and maintain partnerships in the Lowcountry to gather feedback, conduct service provider training, increase utilization of 211 service, and participate in outreach and community engagement strategies. This position will also work in coordination with the 211 team to monitor and enhance the quality of 211 services delivered to all communities in South Carolina.

#### **Essential Functions:**

##### Resource Database

- Contact listed organizations in the 211 database by phone or email, to validate information is up-to-date
- Curate new resource data that meet 211's inclusion/exclusion policy and best practices

##### Community Engagement

- Participate in community led meetings, service provider trainings, and site visits.
- Participate in outreach events with community partners.
- Engage community stakeholders to gather community feedback and improve the overall 211 service and experience

#### **Additional Responsibilities**

- Attend weekly 211 Team Meetings
- Share ideas and provide input to help United Way respond to the unique needs of the community
- Perform other duties as assigned or requested by UWASC

#### **Training Responsibilities:**

- Assist with the development of 211 training materials for community partners



**Required Skills:**

- Hold excellent organization, communication, interpersonal, and relationship management skills.
- Demonstrate and maintain proficiency in all 211 technologies required to perform duties
- Clearly communicate the 211 and United Way Mission with a variety of community stakeholders

**Required Testing and Documentation:** N/A

**Reasonable Accommodations:**

UWASC complies with the Americans with Disabilities Act (ADA) and strives to provide a work environment free from discrimination against qualified individuals with disabilities. We adhere to applicable federal, state and local laws to offer equal employment to qualified individuals with disabilities who are able to perform the essential functions of their jobs. Reasonable accommodations may be provided for qualified individuals with disabilities unless doing so would result in an undue hardship. It is the responsibility of the employee to notify UWASC of the need for such an accommodation. This policy governs all aspects of employment, including selection, job assignment, compensation, discipline, termination, and access to benefits and training.