

United Way of North Carolina

Job Description

Position: Resource Manager, NC 2-1-1

Summary

The United Way of NC / NC 2-1-1 system is looking for a self-directed leader to be involved in a transformational moment as a member of the NCCARE360 team, responsible for building the NC Resource Platform <https://foundationhli.org/2018/08/21/ncccare360-selected-to-build-a-new-tool-for-a-healthier-north-carolina-the-nc-resource-platform/>. The NC 2-1-1 Resource Manager position is the lead for a team of 8 resource coordinators who are charged with building a reliable and trusted statewide community resource database supporting the Social Determinants of Health, specifically, services that address food insecurity, housing, transportation, employment and interpersonal violence.

Responsibilities:

Resource Team

Provides leadership and coaching for the Resource Team tasked with enhancing, updating, and improving the content of the NC 2-1-1 database.

- Develop criteria for maximizing resources to meet community needs and adjust workloads accordingly to ensure individual team member success;
- Identify opportunities for global corrections within database to achieve compliance in an efficient manner utilizing available tools and resources;
- Develop and implement policies and procedures, with input from Resource Team members, to ensure consistent application of data standards across the entire database;
- Develop team work plan and corresponding individual work plans to ensure project deliverables and needs of key stakeholders are met. Monitor progress towards work plans to ensure success;
- Coordinate initial and on-going training of Resource Team staff to ensure team members have the information and tools needed to succeed;
- Develop and maintain a process for archiving referral records;
- Act as central point of contact for submitting trouble reports and enhancement requests to vendor and provide oversight from identification to resolution; submitting requests, conducting follow-up, and communicating status and/or feedback from the vendor to team members in a timely and consistent manner.

Quality Assurance

Ensures that NC 2-1-1 database is in full compliance with all Resource Database standards via the following:

- Development of policies and protocols that provide for consistent monitoring of the database and individual Resource Team staff contributions;
- Audit of database entries to ensure comprehensive and consistent listings for each county and service area;
- Audit of database to ensure appropriate and consistent application of the AIRS standards <http://www.airs.org/airsdata> and 2-1-1LA Taxonomy;

- Continued development and updating of the NC 2-1-1 Style Manual against latest standards and providing oversight to insure adherence to style guidelines by assigned staff;

Collaboration and Communication

- Collaborate with NCCARE360 team to develop status updates for project partners and key stakeholders to communicate progress of database work;
- Build a report matrix and timeline for distribution of reports for internal review of deliverables and to report progress to external stakeholders;
- Build an ongoing communication strategy with data partners and key stakeholders to educate and inform about the value of the NC 2-1-1 database, trends, tips and recommendations for achieving comprehensive service listing;
- Assist in NC 2-1-1's business continuity planning to ensure availability of resource data and serve on a team responsible for emergency/ disaster related resources in a real time manner as events unfold;
- Perform other assigned duties and responsibilities.

Experience:

- Bachelor's Degree in Library Science or Health and Human Services.
- Experience in working within and leading teams while monitoring and meeting deadlines.
- Creative problem solver with the ability to change course as needed to provide quality deliverables.
- Experience and knowledge of the health and human services field as it pertains to government and the non-profit sector and information and referral systems.
- Love for and experience with robust databases with a focus on data integrity and the importance of adhering to style guidelines for data consistency.
- Highly organized and IT-competent – proficient in Microsoft Office 365 Suite and database management program, iCarol experience a plus.
- Ability to obtain AIRS CRS (Certification for Resource Specialists) Certification once eligible. Preference given to candidates who have already obtained AIRS certification.
- Spanish speaking a plus.