

**United Way of North Carolina  
Resource Coordinator, United Way's NC 2-1-1**

**Summary**

The United Way of NC / NC 2-1-1 system is looking for eager, hard-working individuals 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 Resource Coordinator position assists in 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. There are five full time or contractual positions available immediately to support the resource data work component. The Cary NC offices of United Way of NC will be home base but there is an opportunity to work remotely from other locations for the right candidate or independent contractor. New data coordinators will join an existing team of professionals currently supporting the day to day operations of the NC 2-1-1 system.

**Responsibilities:**

**Quality Assurance**

Follow policies and protocols that ensure the NC 2-1-1 resource database is in full compliance with all Resource Database standards, including the following elements:

- Comprehensive and consistent listings;
- Appropriate and consistent application of the Alliance of Information and Referral Systems (AIRS) Standards <http://www.airs.org/airsdata> and 2-1-1 LA Taxonomy;
- Adherence to the NC 2-1-1 Style Manual;
- Application of approved templates for standardized resource listings.

**Database Management**

- Follow policy and procedures and utilize provided resources and tools to ensure database is current and accurate including annual resource updates and interim changes;
- Follow assigned work plan to meet deliverables around core resource areas and/or geographic assignments for database expansion.
- Work with the database directly and through interaction with agencies to enhance, update, and improve the resources within the NC 2-1-1 database. Specifically to:
  - Provide for global corrections to existing records within an assigned area to achieve compliance with Quality Assurance monitoring standards;
  - Enhance the database listings;
  - Ensuring basic needs categories are fully represented;
  - Review responses to auto verification requests and assign geography and taxonomy as appropriate;

- Respond in a timely manner to requests for general information on NC 2-1-1 from external agencies seeking information and/or corrections regarding their agency's information in the database.
- Provide support to external customers who request assistance with on-line updating tools.

**Outreach Efforts:**

- Support NCCARE360 team in local outreach efforts especially as it relates to populating new services and associated information.
- Utilize project management tools to efficiently meet deliverables within established timelines.
- Assist in outreach events in local communities as needed.

**Knowledge, Skills, Competencies and Abilities**

- Associate or Bachelor's Degree in Library Studies or Health and Human Services or the equivalent in education and experience.
- Experience and knowledge of the health and human services field as it pertains to government, the non-profit sector and information and referral. An understanding of the organizational structures of government agencies and non-profit organizations meeting the health and human services needs of individuals, specifically those in NC.
- Strong oral and written communication skills and the ability to communicate with individuals at all levels within an organization including by cold calls. Ability to communicate clearly and effectively via phone and email.
- Experience in the management of 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 and iCarol or similar database management program.
- Ability to obtain AIRS CRS (Certification for Resource Specialists) Certification once eligible.