



Job Summary

The United Way of Southwestern Pennsylvania is seeking Resource Navigators assisting with 211 service provisions to Southwestern, Northwestern, and Southeastern PA. 211 is a nationally recognized, easy to remember phone number connecting those seeking assistance to local health service resources. Resource Navigators will support PA 211's service by understanding individual needs and providing professional, compassionate referrals to available resources.

The 211 Resource Navigator will handle inquiries by phone, text, chat, email, or other media from individuals seeking assistance with housing, food, utilities, health, mental health, family resources, disaster sources, clothing, legal services, transportation, substance abuse and more.

Essential Functions

- Ability to handle high volume of inquiries by phone, text, chat, email, or other media from individuals seeking assistance.
- Ability to protect confidential information and the integrity of the organization and individuals seeking services.
- Ability to speak professionally and compassionately with individuals seeking help.
- Accurately assess situations, refer to correct resources and problem solve.
- Ability to accurately document and enter data into the system of record.
- Attendance at work.
- Listen for needs, ask questions to clarify information, and provide resources and referrals.

Additional Functions

- Listen for needs, ask questions to clarify information, and provide resources and referrals.
- Establish, develop, and maintain positive business relationships.
- Be able to calmly handle high-volume calls and multi-task.
- Engage with clients in a judgment free manner, treating all individuals with dignity, respect, compassion and understanding.
- Elevate concerns or issues to next level of supervision.
- Maintain accurate records and timekeeping records.
- Keep current on operating procedures and practices through attending training and meetings.
- Meet production and quality standards while following approved processes and procedures.

Education and Experience

- Required: High School Diploma or GED, minimum of 2 years of customer service, social work, health/ human services or call center related experience.
- Preferred: Associates or bachelor's degree in social work, health or human services



Knowledge, Skills, and Abilities

- Advanced computer skills; Experience with Microsoft Office products including Outlook and Teams.
- Possess excellent people skills; demonstrated ability to provide empathetic and compassionate responses to people in need.
- Excellent telephone etiquette and ability to communicate clearly to individuals with varying levels of comprehension and language proficiency.
- Advanced problem-solving skills.
- Strong attention to detail and ability to manage confidential information.
- Strong written and verbal communication skills.
- Ability to work independently and as part of a team.
- Strong organizational skills.

Physical Demands

- Sedentary: Exerting up to 25 lbs. of force occasionally and/or a negligible amount of force frequently to lift, carry, push, pull, or otherwise move objects. Involves sitting most of the time but may involve walking or standing for brief periods of time.

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Duties, responsibilities, and activities may change; new ones may be assigned at any time with or without notice.

To Apply: Send your resume to info@pa211sw.org