

UNITED WAY OF CENTRAL NEW MEXICO
JOB DESCRIPTION
211 Associate

Job Title: *211 Associate*
Exempt: *No*
Salary Classification: *Level II*

Department: *Community Impact*
Reports to: *211 Manager*

ORGANIZATION:

Headquartered in Albuquerque, United Way of Central New Mexico (UWCNM) serves the people of five counties: Bernalillo, Sandoval, Santa Fe, Torrance, and Valencia. Its mission is to bring people and resources together to measurably improve lives and strengthen our communities.

UWCNM brings together donors, businesses, nonprofits, government, and others to create better solutions to our community's challenges. Our programs and donor dollars ensure that individuals and families in central New Mexico have the opportunity to achieve potential through education, that they are healthy and safe, are financially stable and live life with dignity.

In addition, UWCNM has a strong commitment to Diversity, Equity and Inclusion and upholds the following values:

- We value the visible and invisible qualities that make you who you are.
- We welcome that every person brings a unique perspective and experience to advance our mission and progress our fight for the health, education, and financial stability of every person in every community.
- We believe that each United Way community member, donor, volunteer, advocate, and employee must have equal access to solving community problems.
- We strive to include diversity, equity, and inclusion practices at the center of our daily work.
- We commit to using these practices for our business and our communities.

PURPOSE:

In 2017, United Way of Central New Mexico's (UWCNM) Board of Directors approved an Impact Agenda that will guide our work for years to come. The Impact Agenda lays out a cradle-to-career focus with two central priorities for UWCNM: improving family stability and supporting educational attainment.

The 211 helpline supports the communities UWCNM serves through providing callers with information about a broad range of community, social, health and government services. Under the direction of the 211 Manager, the 211 Associate will support the 211 helpline by providing accurate and reliable information and referrals to callers within our central New Mexico community who need access to resources.

Project assignments and participation level will progress based on evolving needs in the community and progression toward achieving the 211 helpline's current and developing goals. The 211 Associate will coordinate with other Community Impact and UWCNM staff as needed, and support team members in relationship management and research.

ESSENTIAL FUNCTIONS:

- Provide callers with Information and Referrals to health and human services, government agencies and community-based organizations in a manner that is appropriate to 211 program policies and industry wide standards.
- Employs active listening and de-escalation skills to provide callers with non-judgmental, compassionate emotional support.
- Gathers extensive knowledge of the social services system, through online research, networking meetings, attending events, and other means, to inform resource database and provide callers with accurate, reliable referrals.
- Assist 211 Manager in maintaining and updating the resource database to facilitate the indexing and retrieval of community resource information during calls.
- Participates in Community Impact, 211, and companywide team meetings.
- Participates in professional development trainings as related to work with 211 and UWCNM.
- Take on and lead one-time projects as assigned.
- Support other areas of United Way of Central New Mexico as needed.

CORE COMPETENCIES:

- Compassionate and effective, oral and written, communication skills.
- Knowledge of the social services system of Central New Mexico.
- Flexibility, independence, critical thinking, and decision-making skills.
- Strong ability to build and maintain collaborative and productive working relationships with
Community Impact partners and key stakeholders.
- Effective project/time management skills.
- Technology proficient.
- Self-starter, flexible to respond to emerging needs, motivated and happy to work with minimal
supervision.
- Ability to work effectively with a diverse group of individuals.

MINIMUM REQUIREMENTS [EDUCATION]:

- High School Diploma

MINIMUM REQUIREMENTS [EXPERIENCE]:

- Should be respectful, sensitive, and empathetic to the feelings and problems of all people.

- Customer Service and/or call center experience
- Bilingual (English/Spanish)
- Microsoft suite experience
- Database technology experience
- Must possess a valid New Mexico Driver's license

PREFERRED QUALIFICATIONS:

- Bachelor's degree and at least one-year experience working in a forward-facing social services role
- Experience working in community outreach and/or engagement capacity

STARTING SALARY: \$22/HR

EQUIPMENT USED:

- Standard PC Office Equipment

PHYSICAL REQUIREMENTS:

Standard office environment, position is primarily an office setting, requiring long periods of sitting at a desk and computer.

Interested applicants should forward a cover letter and resume to applicant@uwcnm.org by Friday, October 15.

United Way of Central New Mexico is committed to creating a diverse environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.