2-1-1 Lead Database Coordinator

Position Summary:

The United Way of Southwestern Pennsylvania is seeking a 2-1-1 Lead Database Coordinator for our Northwest, Southwest and Southeast regions, an exciting initiative that links thirty counties in the Pennsylvania with easily accessible and accurate information about community resources. 2-1-1 is a nationally recognized, easy to remember phone number that is currently available to 94% of the American public. This service provides an efficient connection between people seeking assistance with available local health and human service resources.

The 2-1-1 Lead Database Coordinator will focus on ensuring that the data available for the project is as up-to-date and accurate as possible, is representative of all of the counties being served, and is in compliance with National Alliance of Information and Referral Systems (AIRS) and PA 2-1-1 standards. The 2-1-1 Lead Database Coordinator will also be responsible for organizing community awareness events, management of 2-1-1 social media efforts, overall 2-1-1 website management and maintenance, tracking grant reporting and data compliance, as well as managing overall updates in the system, raising community awareness of 2-1-1, and promoting collaboration among agencies at all times.

Required Skills:

- Excellent communication, writing, and editing skills
- Superior organizational and record-keeping skills; detail-oriented
- Computer skills – must be extremely proficient in Excel, Word, Access and experienced with social media
- A team player capable and willing to support all aspects and jobs required for a successful organization
- Must have a passion for improving access to information
- Ability to manage priorities and to meet deadlines in a fast-paced environment

Required Education and Experience:

- Bachelor’s degree in Human Services or Technology/Database-related field preferred
- Demonstrated experience with databases and the Microsoft Office Suite, with specific concentration on Excel and Word
- Experience in indexing/abstracting or classification of data strongly preferred
- CRS Certification strongly preferred
Salary:
$17-19 per hour depending upon education and experience

Work Hours:
Monday through Friday  8:30 am -5:00 pm with some flexibility

Status:
Successful candidate will start on a temporary basis for at least six months, with the possibility of becoming a permanent employee based on performance and operational needs.

To Apply:
Send your resume and cover letter to info@pa211sw.org with “Database Coordinator“ in the subject line. Your email and associated documents should demonstrate your written communication skills and attention to detail.