Temporary 211 Database Coordinator – Gun Violence Prevention

Reports to 211 Resource and Data Manager

Salary: $18/hour

Position Summary:

The United Way of Southwestern Pennsylvania is seeking a 211 Database Coordinator for our Philadelphia County focused initiative (Gun Violence Prevention Hotline). This individual will be primarily focused on Gun Violence Prevention Resources in the Philadelphia County area. This individual must be in Philadelphia County and be knowledgeable about the Philadelphia County communities and neighborhoods.

211 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 211 Database Coordinator will focus on ensuring that the data available for the project is as up-to-date and accurate as possible and is following National Alliance of Information and Referral Systems (AIRS) and PA 211 standards. The 211 Database Coordinator will also be responsible for regional reporting, organizing and attending community awareness events, as well as managing overall updates in the system, raising community awareness of 211 and always promoting collaboration among agencies. Contract funded temporary position with possibility to become permanent based on funding and performance.

Duties:

1. Database update efforts for the United Way of Southwestern Pennsylvania multi-regional 211 system, specifically for Philadelphia County. Maintain United Way of Southwestern Pennsylvania’s respective regional database(s) to AIRS and PA 211 standards: includes adherence to standards and inclusion/exclusion criteria. Lead Coordinated should maintain style guide adherence with all updates and edits, as well as adhere to AIRS Standards.
2. Support Information & Referral Specialists to ensure quality of service to caller through ongoing communication (regarding information updates and technical assistance) with Contact Center Management
3. Produce electronic resource directories (for Philadelphia County and City) as needed.
4. Maintain professional relationship with all listed agencies, securing timely agency updates and maximum participation in the 211 system.
5. Index and abstract information in the 211 database of community resources in accordance with AIRS and state 211 standards.
6. Data Standard Compliance/Data Trainer - building of all training material for Database Team members regarding Philadelphia County Data concerns, including Interns and Incoming Staff, as well as being the Comptroller of Data Integrity, involving building regular webinars for staff, in-services, as well as videos for the website.

7. Data Compliance efforts – Ensure that database includes all required elements, ensure that taxonomy adheres to style guide and has limited double indexing, and ensure that Philadelphia County resources meets Agency style guide and AIRS Standards.

8. Coordinated with Philadelphia County and the City of Philadelphia to assure full contingent of Philadelphia County Gun Violence Prevention Resources.

9. Participate in regular meetings with the City of Philadelphia and key stakeholders regarding the Gun Violence Prevention Hotline and provide updates on database activities

10. Attend community events and resource fairs to assist in educating the community about the Philadelphia Gun Violence Prevention Hotline

11. Other duties as assigned.

**Required Skills:**

- Excellent communication skills
- Excellent writing and editing skills
- Excellent organizational skills
- Experience in indexing/abstracting or classification strongly preferred
- Computer skills – must be extremely proficient in Excel, Word, Access and experienced with social media.
- Strong organizational and record-keeping skills.
- A collaborator 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 demanding environment.

**Required Education and Experience:**

Preferred:

- Bachelor’s or Associate’s degree in Human Services or Technology/Database related field

Required:

- Experience with databases
- Experience in Microsoft Office Suite, with specific concentration on Excel and Word.
- AIRS -CRS Certification, or willing to become certified when eligible.

**Please send your resume to:** info@pa211sw.org