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1011 Old Salem Road
Suite 101
Greensburg, PA 15601
724-834-7170

Temporary 211 Database Coordinator – Violence Prevention Hotline

Reports to 211 Resource and Data Manager

Position Summary:

The United Way of Southwestern Pennsylvania is seeking a 211 Database Coordinator for our Philadelphia County focused initiative (Violence Prevention Hotline). This individual will be primarily focused on 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 Inform USA 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.

This position is a contract funded temporary position with possibility to become permanent based on funding and performance.

 Duties:

1. Update database for the United Way of Southwestern Pennsylvania multi-regional 2-1-1 system, specifically for Philadelphia County.
2. Maintain United Way of Southwestern Pennsylvania's respective regional database(s) to Inform USA and PA 211 standards.
   a. Adhere to standards and inclusion/exclusion criteria.
   b. Maintain style guide adherence with all updates and edits.
   c. Adhere to Inform USA Standards.
3. Index and abstract information in the 211 database of community resources in accordance with Inform USA and state 211 standards.

4. Support Information & Referral Specialists to ensure quality of service to callers through ongoing communication (regarding information updates and technical assistance) with Contact Center Management
5. Produce electronic resource directories (for Philadelphia County and City) as needed.
6. Maintain professional relationship with all listed agencies, securing timely agency updates and maximum participation in the 211 system.
7. Serve as Data Standard Compliance/Data Trainer
   a. Build all training material for Database Team members regarding Philadelphia County Data concerns, including Interns and Incoming staff.,
8. Serve as the Comptroller of Data Integrity:
   a. Build regular webinars for staff, in-services, and videos for the website.
9. Data Compliance efforts
   a. Ensure that database includes all required elements.
   b. Ensure that taxonomy adheres to style guide and has limited double indexing.
   c. Ensure that Philadelphia County resources meets Agency style guide and Inform USA Standards.
10. Coordinate with Philadelphia County and the City of Philadelphia to assure full contingent of Philadelphia County Violence Prevention Resources.
11. Participate in regular meetings with the City of Philadelphia and key stakeholders regarding the Violence Prevention Hotline and provide updates on database activities
12. Attend community events and resource fairs to assist in educating the community about the Philadelphia Violence Prevention Hotline
13. 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, 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.
- Bilingual (English and Spanish) preferred.

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.
- Inform USA - CRS Certification, or willing to become certified when eligible.

Compensation Rate

- $19.00/hour

Travel Requirements

- Valid driver's license and ownership of personal vehicle preferred.
- Occasional travel within the region via ground transportation to community and/or networking events .

To Apply

If you are interested in applying to the position, please submit your resume to info@pa211sw.org.