



## **PA 211 Resource Navigator – Philadelphia Violence Prevention Hotline**

**Do you want to help to make a positive impact in your community? Come help us with the creation of this new hotline dedicated to helping connect those in need to vital resources and supports.**

**We have full-time or part-time job openings during daylight or after-hours shifts!**

**These positions are currently a 1-year assignment with possibility to extend longer and become permanent opportunities.**

**Remotely work from home – equipment provided.**

### **Job Summary**

Similar to the 911 service, 211 is a nationally recognized, easy-to-remember phone number that quickly and effectively connects people in need with resources. In the case of 211, the connections are to human services and community resources tailored to meet caller needs. The 211 service is widely available across the country. 211 assists in supporting many community projects including receiving calls for the newly created Philadelphia Anti-Gun Violence Hotline via a dedicated phone number. The Philadelphia Anti-Gun Violence Hotline will be serviced by 211 staff who are specially trained to assist callers with connecting to appropriate resources in the community.

The goals of this project are to:

- Reduce the likelihood of individuals to engage in gun violence by offering real time access to critical violence prevention intervention services
- Help individuals in communities experiencing high rates of gun violence to connect to support that will help them address quality of life issues, as well as trauma resulting from persistent gun violence

Staff selected for this project will receive extensive training in areas such as:

- Trauma Informed Care
- Mental Health First Aid
- Anti-Gun Violence Resources
- Community Awareness
- Cultural Competency

## **General Overview**

This is not your ordinary customer service job! We hire dedicated, talented people with big hearts. The 211 Resource Navigator handles inquiries by phone, text, chat, email or other media from individuals seeking assistance with human services information or resources. The individual ensures that responses to inquiries are completed according to established service and quality standards.


This position focuses on showing empathy, patience, and professionalism while referring callers to the appropriate human service agencies that have the necessary resources to assist them. The ideal candidate will effectively and compassionately maintain the confidentiality of all caller information. Special consideration given to applicants who are bi-lingual.

## **Essential Functions**

- Responds to inbound phone contact, texts, and chats.
- Input data into the system of record
- Meets all production, quality and adherence standards.
- Attends all required training classes and meetings.
- Elevates issues to next level of supervision, as appropriate.
- Maintains accurate records, including timekeeping records.
- Complete contact follow-up via text and phone in a timely manner.
- Other duties as assigned or requested.

## **Technical Skills**

- Ability to calmly handle high-volume calls and treat callers with dignity, respect, compassion, understanding, and empathy
- Comfort with technology to include typing while speaking on the phone, reviewing multiple screens, utilizing text and chat, and using Office products including Outlook email
- Demonstrated ability to accurately record summary of call and ask required screening questions
- Ability to type at least 40 words per minute
- Will be required to attend outreach events and meetings. These meetings may be outside of normal working hours
- A knowledge of the human/social services within your community – Anti-Violence related resource knowledge a plus.



United Way of Southwestern Pennsylvania serves Allegheny, Armstrong, Butler, Fayette and Westmoreland counties.  
[www.unitedwayswpa.org](http://www.unitedwayswpa.org)

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## Qualities

- Ability to remain professional, calm, and kind under pressure in sometimes stressful and emotional circumstances
- Excellent verbal and written communication skills; ability to communicate clearly to individuals with varying levels of comprehension and language proficiency
- Excellent telephone etiquette, including exhibiting friendliness while controlling the conversation
- Demonstrated ability to provide an empathetic and compassionate response to all inquirers
- Must be a team player and be willing to take on new projects as the program grows
- Must be flexible, reliable, and dependable, including adhering to work schedules, changing work shifts when needed, and communicating about availability
- Demonstrated ability to work from home when needed, meeting schedule adherence and quality standards
- Willingness and ability to work in a stationary environment with a desk, computer, and headset
- Willingness to work varying shifts including evenings, weekends, and holidays

## Minimum Qualifications

- Required
  - High School Diploma or GED and at least two years of customer service experience
- Preferred
  - Bachelor's degree in social work or health or human services related field plus two or more years of experience in health or human services, social work, or related non-profit organization preferred.
  - Experience in Anti-Gun Violence related program or community service a plus.

## Salary

- \$15 per hour.
- Increases to \$16 per hour after 250 hours of service and satisfactory performance.
- Bi-lingual Resource Navigators - \$16 per hour. Increases to \$17 per hour after 250 hours of service and satisfactory performance.


## Position Specific Information

- Candidates must live in Philadelphia County, Pennsylvania.
- This position is a contract funded temporary position with the possibility to become permanent based on funding and performance.
- These positions are currently a 1-year assignment with the possibility to extend longer and possible permanent opportunities.
- Remotely work from home – computer equipment provided.
  - Staff must provide their own reliable home internet service of upload and download speeds adequate to utilize internet-based phone systems and software.
  - Periodic attendance will be expected at in-person meetings, training and community events.

## To Apply

Send your resume to [info@pa211sw.org](mailto:info@pa211sw.org) and please indicate your shift preferences in the email:

- Full-time (37.5 – 40 hours per week) or Part-time (15-25 hours per week)
- Weekday or Weekend (or either)
- Daylight or After-hours (or either)



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