



## **Lead 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.**

**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**

211 is an easy-to-remember number that helps people assess their needs and link them directly to resources and information that could change their circumstances for the better. Whether a person is seeking essential services or looking for volunteer activities in his or her community, 211 is there 24 hours a day, seven days per week to help. United Way of Southwestern Pennsylvania provides critical information and referral services via multiple mediums including phone, text, chat and web for 30 counties within Southwestern, Southeastern and Northwestern Pennsylvania and 10 counties within Southern Kentucky for afterhours.

The 211 Violence Prevention Lead Resource Navigator is the first point of contact for the Violence Prevention Navigators and assists the 211 Contact Center Manager with additional duties as assigned. This individual is responsible for mentor and supervisory duties related to the Violence Prevention Hotline in the absence of Contact Center Management. The Violence Prevention Lead Resource Navigator is expected to perform all Resource Navigator functions. The position is remote and must reside in Philadelphia County.

**\*This position is grant funded. Employment is contingent upon the availability of funding.**

### **Essential Functions**

- First point of contact for Violence Prevention Navigators regarding callers with challenging issues or with individuals who may need the call escalated to a supervisor.
- Brainstorm ideas with Resource Navigators that will contribute to the success of the Violence Prevention Hotline and help determine if further advocacy or follow-up is needed by a supervisor of PA 211 Southeast.
- Complete call calibration reviews for assigned Violence Prevention staff.
- Provide coaching to staff who need assistance with call quality and provide feedback to Supervisory staff if an individual needs additional training or assistance.
- Monitor schedule adherence including approving schedule adjustments of PA 211 Southeast.
- Conduct follow-up contacts as needed from escalated calls and emails.
- Attend local outreach events and act as a representative of PA 211 Southeast as needed.
- Additional duties as assigned.
- Attend Violence Prevention Hotline meetings with United Way of Greater Philadelphia and Southern New Jersey; disseminate updates from the meetings with Violence Prevention Navigators.

## **Additional Functions**

Violence Prevention Lead Resource Navigator is expected to perform all Resource Navigator functions including:

- Respond to inbound phone contact, texts and chats.
- Input data into the system of record, VisionLink.
- Complete contact follow-up via text and phone in a timely manner.
- Send outbound texts as needed.
- Meet all production, quality and adherence standards.
- Attend all required training classes and meetings.
- Elevate issues to next level of supervision, as appropriate.
- Maintain accurate records, including timekeeping records.

## **People Management Responsibilities**

- The first point of contact for the Violence Prevention Navigators.
- Mentor/supervisory duties related to the Violence Prevention Hotline in the absence of Contact Center Management.

## **Minimum Qualifications**

- Required
  - Associate degree/High School diploma/GED with minimum 1 year experience as a 211 Resource Navigator.
  - Inform USA certification preferred or willingness to sit for the exam required.
  - Coordinated Entry Assessor certification preferred or willingness to complete certification within 3 months of hire.
- Preferred
  - Bachelor's degree in social work or health and human services related field.
  - Two or more years of experience in case management and/or customer service in a human services field.
  - Two or more years of supervisory experience in a fast-paced setting.
  - Crisis management.
  - De-escalation experience.
  - Coordinated Entry Assessor certification.
  
  - Inform USA certification.

## **Salary**

- Salary Range \$37,000 - \$39,000

## **Knowledge, Skills, and Abilities**

- Required
  - Excellent attention to detail and strong organizational skills.
  - Ability to multi-task and work effectively under pressure.
  - Ability to fulfill responsibilities with minimal supervision.
  - Experience working with diverse populations.
  - Extremely proficient in Excel and Microsoft products.
  - Excellent written and verbal communication skills.

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

The official registration and financial information for United Way of Southwestern Pennsylvania may be obtained from the Pennsylvania Department of State by calling toll free, within Pennsylvania, 1-800-732-0999. Registration does not imply endorsement. UNITED WAY DOES NOT PROVIDE GOODS OR SERVICES AS WHOLE OR PARTIAL CONSIDERATION FOR CONTRIBUTIONS MADE.

## **Certifications/Licenses**

- Required
  - Inform USA certification preferred or willingness to sit for the exam.
  - Coordinated Entry Assessor certification preferred or willingness to complete certification within 3 months of hire.

## **Physical Demands**

- Sedentary Exerting up to 10 lbs. of force occasionally and/or a negligible amount of force frequently to lift, carry, push, pull, or otherwise move objects, including the human body. Involves sitting most of the time but may involve walking or standing for brief periods of time.

## **Travel Requirements**


- Occasional travel within the region via ground transportation.

## **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).



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