



**United Way Regina
Position Description**

Position Title: Resource Specialist, 211 Saskatchewan
Department: Community Impact
Reports to: Associate Director, Community Impact

211 is a multi-channel service to help people find and navigate community, health and government services. Currently, 62% of Canadians have full 211 services (phone and online) available to them, and 87% have access to 211 online resources. With the expansion of 211 services in Saskatchewan and Montreal in the Spring of 2018, the access to full 211 services will increase by 10% to 72% of Canadians.

Since 2013, www.sk.211.ca has offered a free, searchable online database of 5,000+ community services in Saskatchewan. This April, United Way Regina and United Way of Saskatoon and Area will expand 211 Saskatchewan by adding free, confidential and 24x7 information and referral services by phone, text, web chat and email, with trained professionals to help people find and navigate the wide range of community services in our province.

Position Summary

The Resource Specialist collects, enters, and maintains information on social services in Saskatchewan for United Way 211 Saskatchewan's community information database and its derived products. Working as a team with the Manager, Resources, Publications and Quality Assurance, and Information Technology Administrator – 211 Saskatchewan, the successful candidate will support and actively promote the United Way vision for 211 Saskatchewan by actively helping to identify new opportunities to strengthen 211 Saskatchewan's position as a leader in providing community navigation and data analysis services

Key Duties and Responsibilities

- Contributes to the departmental planning, develops goals and targets for the year through the annual work plan and accountable for achievement of targets relating to 211 Saskatchewan expansion
- Learns the AIRS standards, and attains and maintains AIRS Resource Specialist certification
- Maintains 211 Saskatchewan's community services information databases by:
 - Identifying resources that require updating
 - Connecting with the appropriate contact person for each resource
 - Requesting relevant and up-to-date information, by telephone or electronically
 - Abstracting information from relevant print and electronic sources, and verifying accuracy and currency of the information with data sources and community contacts.
 - Creating and updating resource records in the database, through data entry, according to current AIRS standards and the 211 Saskatchewan style guide.
 - Ensuring resource records are thoroughly and consistently indexed
 - Making new and updated information available to 211 Saskatchewan and bc211 staff
- Meets critical targets in the verifications of records in the 211 Saskatchewan database
- Enters and follows up on tickets assigned for database and website vendors as assigned.
- Remains informed about community services in the province of Saskatchewan.
- Implements assigned resource projects from initiation to completion
- Contributes to the preparation of reports, proposals, correspondence, statistics, and documentation of resources and publications procedures.
- Updates content on the 211 Saskatchewan website, Facebook and Twitter as assigned.
- Represents 211 Saskatchewan in outreach and promotional undertakings as assigned.
- Attends and participates in staff meetings and events and workshops hosted by United Way Regina as required.



- Responds to feedback from the public regarding the database
- Takes part in opportunities to promote and leverage partnerships to create additional value for 211 Saskatchewan
- Conducts training workshops and webinars related to the 211 Saskatchewan database and website
- Actively identifies opportunities to improve operational efficiency and effectiveness, builds robust business cases to support recommendations and takes timely action to implement change
- Other duties as required

Job Skills and Abilities

- Effective communication skills both oral and written and a passion for detail
- Ability to research, summarize, and organize information, giving exact attention to detail
- Data entry experience
- Strong knowledge and understanding of community services sectors in Saskatchewan
- Knowledge of Child Care and Early Learning programs and services would be a great asset
- Understanding of data analytics and applications within the social services sector
- Experience in a similar role in a nonprofit/social enterprise/impact business organization
- A positive and proactive outlook with an ability to work within a multidisciplinary team to achieve common goals
- Ability to deal tactfully and effectively with the public and community agencies and to maintain good public relations
- Ability to manage multiple projects, prioritize work under pressure, and meet deadlines
- Ability to work independently and to allocate time and other resources effectively
- Ability to maintain cooperative working relationships with all staff members
- Ability to make effective public and internal presentations
- Ability to take direction

Qualifications

- AIRS Resource Specialist certification; or a commitment to attain the certification within the first year of employment
- Certificate or diploma in the field of library and information studies, human services or equivalent
- Recent related experience of one to two years; or an equivalent combination of education, training, and experience; or other qualifications determined to be reasonable and relevant to the level of work

Work Environment

- This role routinely uses standard office equipment such as computers, phones, photocopiers and fax machines.
- This role requires knowledge and skill using Windows-based software, including Internet browsers, email, word processing, spreadsheet, database, and presentations to generate meaningful documents and materials.
- This role requires a professional individual who is open to diverse perspective and an exceptional team player.

Position Type/Expected Hours of Work

This is a full-time position on a one-year term, with possibility of extension. Days and hours of work are Monday through Friday, 8:00 a.m. to 4:00 p.m. This position may require long hours and/or weekend work during peak times.

Travel

Travel is primarily local during the business day. Some out-of-area and overnight travel may be necessary on occasion.



Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. It should not be considered an all-inclusive listing of work requirements. It is your responsibility to read and understand the United Way Regina Personnel Policies. Duties, responsibilities and activities are subject to change based on organizational needs at any time with or without notice.

Interdepartmental Dependencies and Interaction

All United Way staff must work in partnership and alignment to develop impact products, excite donors and individuals to volunteer and donate to United Way. It is essential that the Resource Specialist, 211 Saskatchewan is able to bring people together in a structured way to create a common agenda, shared measurements, reinforcing activities, continuous communication and values teamwork.

Community Impact Competency Model

Strategic Community Collaborator	Defined as: engages diverse stakeholders to accurately and effectively assess community needs and with credibility, authenticity and humility strategically guide United Way to contribute to the community's most pressing priorities
	Attributes & Behaviours: outward turning, inquisitive and curious, creates strategic partnerships, implements shared initiatives, culturally astute
Effective & Engaging Communicator	Defined as: an effective and passionate communicator, articulating the United Way message in a way that inspires others to act in service to the organization and their community
	Attributes & Behaviours: creates win/win relationships, story teller, skilled communicator, strategic communicator, connects to audience, internal collaborator
Critical Thinking & Creative Problem Solving	Defined as: able to address and manage complex issues to achieve desired results. This includes the ability to gather, interpret and use relevant data to drive strategy development, make decisions and drive for results
	Attributes & Behaviours: gathers data, effective decision maker, solution developers, creative and innovative, manages conflict effectively
Planning & Implementation	Defined as: a leader and takes initiative in planning and developing initiatives within impact areas to achieve results that drive collective community outcomes
	Attributes & Behaviours: strategic, project management, acquires resources, engages partners, seeks & shares knowledge broadly
Embracing & Managing Change	Defined as: champions and facilitates change to ensure long-term community sustainability. He/she adapts successfully to changing needs while maintaining positive relationships with all constituents, internal and external
	Attributes & Behaviours: constructive optimism, manages change, demonstrates resilience, demonstrates flexibility, manages ambiguity

To apply:

For consideration for this position, please submit by email a resume, cover letter and salary expectations **no later than 4 p.m. on September 10th, 2018**, to attention of Kristin Nelson at knelson@unitedwayregina.ca with a subject line of **Resource Specialist – 211 Saskatchewan**.

We thank all applicants for their interest and effort in applying for this position, however, only those being considered will be contacted.