



211 LA COUNTY

INFORMATION AND REFERRAL FEDERATION OF LOS ANGELES COUNTY
Serving Los Angeles County since 1981

Make a Difference in Your Community! Since 1981, 211 LA County has been a leader in the Information and Referral industry by providing access to comprehensive social services and disaster support for Los Angeles County residents, 24 hours a day, 7 days per week to over 28,000 health and human service programs.

POSITION:	COMMUNITY RESOURCE ADVISOR	REPORTS TO:	PERFORMANCE COACH
STATUS:	FULL TIME/NON-EXEMPT	DEPARTMENT:	INFORMATION AND REFERRAL
TO APPLY:	VISIT LINK TO APPLY: https://211la.bamboohr.com/jobs/view.php?id=29	DATE:	MAY 28, 2019
		DEADLINE:	JUNE 9, 2019

POSITION SUMMARY:

As a 211 LA County **Community Resource Advisor** you'll provide broad human services needs assessments and appropriate referrals to individuals via telephone, chat, etc. An information exchange usually occurs in a single contact culminating in provision of agency referrals, mediated contact with an agency or advocacy with an agency on behalf of the individual requesting assistance. As a **Community Resource Advisor** you'll report to a Team Coach. Regular **Community Resource Advisors** are part of a bargaining unit represented by SEIU.

POSITION ESSENTIAL FUNCTIONS INCLUDE BUT ARE NOT LIMITED TO:

- Asses human service needs via phone, text, or chat by applying 211 LA County assessment protocols.
- Search computer database for appropriate human service provider referrals.
- Maintain appropriate documentation of work.

IDEAL CANDIDATE WILL HAVE:

- Broad general knowledge of human services and LA County service network.
- Strong English and Spanish bilingual proficiency in oral and written communication.
- Effective organizational skills and the ability to handle multiple activities with changing priorities simultaneously.
- Outstanding written and verbal communication skills along with strong analytical skills.
- Effective and comprehensive computer skills including Microsoft Office.
- Effective time management skills.
- Strong problem solving skills.
- Ability to work independently and in group settings; collaborative team work.
- Strong ethical and moral values.

PHYSICAL DEMANDS:

As a 211 LA County **Community Resource Advisor** you will regularly be required to: work at a desk, conference table and work at a computer for extended periods of time. You will be frequently required to walk and sit and occasionally required to stand.

REQUIRED EDUCATION, EXPERIENCE AND/OR SKILLS:

- A minimum of a high school diploma or GED. Social services related experience or knowledge helpful.
- Ability to type at a *minimum of 35 wpm* (words per minute).

COMPENSATION:

As a **Community Resource Advisor** the compensation starts at \$16.63 per hour.

EMPLOYEE BENEFITS:

- Full Medical, Dental, Vision and Chiropractic/Acupuncture Coverage.
- 401(k) Plan; with 4% Employer Contribution (After 1 Year of Employment).
- Employer Sponsored Basic Life Insurance.
- Voluntary Supplemental Life Insurance and Long Term Disability Insurance.
- Employee Assistance Program (EAP).
- Voluntary Pet Insurance (VPI).
- Voluntary Flexible Spending Account.

Veterans or Former Military Welcomed

211 LA County is an equal opportunity employer and complies with all applicable federal, state and local employment laws. 211 LA County strictly prohibits and does not tolerate discrimination on the basis of race, color, religion, sex (including pregnancy), national origin, sexual orientation, gender identity or expression, age, disability, military status, or genetic information. This applies to all stages of employment, including, but not limited to, hiring, training, promotion, discipline, compensation, benefits and termination of employment.

211 LA County complies with the Americans with Disabilities Act (ADA), as amended by the ADA Amendments Act, and all applicable state or local law. Consistent with those requirements, 211 LA County will reasonably accommodate qualified individuals with a disability if such accommodation would allow the individual to perform the essential functions of the job, unless doing so would create an undue hardship. 211 LA County will also provide reasonable accommodations for an employee's sincerely held religious beliefs or practices, unless doing so will not create an undue hardship. 211 LA County prohibits, any form of discipline, reprisal, intimidation or retaliation for good faith reports or complaints of incidents of discrimination of any kind, pursuing any discrimination claim or cooperating in related investigations.

Department Contact Information:

HR Department Contact:

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ADA Coordinator Contact:

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