

INLAND EMPIRE UNITED WAY

211 Preschool Specialist

Program Description

Inland Empire United Way's 211 San Bernardino County Initiative provides timely, effective access to accurate and comprehensive information and referrals for the residents of San Bernardino County, provides public information support in times of disaster and answers several specialized lines for assistance in such areas as CalFresh, child abuse reporting, reentry and after hours calls for other agencies. 211 San Bernardino County is the trusted source of verified health and social service information, designed to assist people in overcoming barriers.

Position Overview

The 211 Preschool Specialist position focuses on families with young children and responds to calls, collects information, enters data, performs caller assessment, provides information and referrals and conducts follow-up calls. This full-time, non-exempt, grant-funded position carries with it the possibility that it may not be renewed if further funding is not obtained. The availability of grant funds does not guarantee continued employment. No contract is implied; this position is "at-will" and employment may be terminated at any time by the employee or the employer. This position reports to the 211 Operations Manager.

Essential Functions 85%

- Respond to all 211 calls for assistance
- Build partnerships that will assist with information flow, resource availability and system improvement efforts pertaining to preschool
- Represent 211 San Bernardino County at public and private events as needed, particularly as they pertain to the preschool arena
- Attend conferences, training sessions and other events to promote ongoing development and broaden awareness of issues and resources related to the target population
- Research and prepare presentations to better inform beneficiaries of services
- Answer incoming calls efficiently and according to standards, ensuring appropriate data is collected and entered accurately into database
- Assess needs of callers and determine necessary resources to best satisfy those needs
- Refer callers to appropriate resources and assist them in navigating systems to ensure they are able to make connections to needed services
- Conduct follow-up surveys by facilitating ongoing evaluations of the quality and delivery of services provided to the target population
- Provide ongoing support and technical assistance to callers as well as 211 team members regarding accessing community resources specific to preschool information
- Identify preschool organizations that could be added to the 211 database in order to increase the availability of resources for parents and caregivers of children in preschool. As necessary and appropriate, help facilitate the registration of these agencies into the 211 system
- Successfully maintain performance parameters and improve skills through various means
- Develop and maintain knowledge of program guidelines and contact requirements necessary for performance of responsibilities
- Audit and update the San Bernardino County preschool database
- Create and submit reports to Preschool leaders

Secondary Functions 15%

- General clerical duties, which may include letter writing, faxing, copying, message handling, reports, office inventory, filing, data input and maintenance of marketing materials
- Maintain accurate and complete records of community interests and requests; aid in research and data input; participate in outreach events; and assist with grant maintenance
- Other duties as assigned

Qualifications

- Bachelor's degree preferred but not required
- Educational focus on early childhood and experience with Head Start/COPA desirable
- Strong computer skills with expertise in Windows, Microsoft Office and familiarity with internet protocols
- Must speak English and Spanish fluently
- Must be willing and able to become AIRS/CIRS certified
- Must have reliable transportation, a valid California driver's license, proof of minimum required California vehicle liability insurance and a good driving record
- Must be available and able to work outside traditional office hours, including some evenings and weekends
- In the event of a disaster, may be required to work 12-hour shifts, 7 days per week

Physical Requirements

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable an individual with disabilities to perform the requisite essential functions.

While performing the duties of this job, the employee will be required to use equipment such as the telephone, computer, fax machine and copy machine. The employee is also frequently required to use hands to finger, handle or feel and reach with hands and arms, and to talk and hear. This position requires sitting for long periods of time but may require the ability to walk, stand, stoop, squat or drive various periods. Must be able to lift/move objects up to 25 lbs. Visual acuity and manual dexterity required for typing and computer use.

Wage and Benefits

Wage \$16.00/hour, payable bi-weekly. Benefits include medical, vision, dental, life, AD&D and long term disability insurance, 11 paid holidays, and accrued vacation and sick-leave.

If interested, submit resume and cover letter to Jeannette Sepulveda, 211 Operations Manager, at JSepulveda@ieuw.org. No calls or agencies please.

"Inland Empire United Way is an equal opportunity employer. All offers of employment are contingent upon satisfactory background screen and drug test results."

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