

2-1-1 Tampa Bay Cares Position Description

Position Title: Adult Emergency Financial Assistance Specialist

Department: Contact Center	FLSA Classification: Non-exempt / Hourly
Supervisor: AEFAP Supervisor	Status: Full Time

Position Summary: To provide information and referral service on health services programs in response to requests from clients without minor children who are in need. This may include direct referrals, warm transfer of calls, and screenings in association with Pinellas County Human Services Individual Service Pool.

Essential Duties and Responsibilities include the following. Other duties may be assigned to meet business needs.

- Answer incoming calls, e-mails and live chat requests from clients to provide information and referral service activities.
- Provide facilitative counseling and crisis intervention to clients, as needed.
- Assess 2-1-1 inquirer needs for wrap-around services, navigation and/or referral services according to AIRS Standards.
- Request Pinellas County Human Services Individual Service Pool Services for 2-1-1 inquirers and provide supporting documentation as needed.
- Arrange for the dispatch of services and/or products, individual services pool credit cards, information packages, brochures, etc. to 2-1-1 inquiries and other authorized parties.
- Provide advocacy for clients through interacting and communicating with other agencies on behalf of the client towards resolving situations.
- Conduct outbound follow-up calls for quality assurance, as needed.
- Access, retrieve and input information in the TBIN Network database for each contact made.
- Participate in quality review of department operations.
- Participate in all team meeting and staff meetings.
- Serve and participate in meetings, committees, community activities and outreach events as required.
- Participate in proactive team efforts to achieve departmental and company goals.
- Answer crisis and rape crisis phones and provide services according to 2-1-1 crisis and rape crisis contracts.
- Follow all organization's policies, practices, and procedures.

Qualification/Requirements:

- Excellent verbal communication, customer service and time management skills.
- Ability to read and interpret documents. Ability to write routine reports and correspondence. Ability to respond to common inquiries or complaints from clients or members of the community. Ability to effectively present information in one-on-one and small group situations to clients and other employees of the organization.
- Ability to add, subtract, multiply and divide. Ability to problem solve and manage a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form.
- Strong data entry skills.

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- Proficient personal computer skills including e-mail, recordkeeping, routine database activity, word processing, spreadsheet, graphics, etc..
- Ability to handle multiple tasks simultaneously.

Education/Training/Experience

- Bachelor's Degree (B.A.) from four-year college or university; or one to two years related experience and/or training or equivalent combination of education and experience.
- Six months to one year of related experience required.
- AIRS I & R, CIRCS-A on Aging Certification preferred; must acquire certification within two years of employment.
- Health and human services background preferred.
- Experience with federal, state and local government benefit programs preferred.
- Call center experience preferred.
- Bilingual (English/Spanish) preferred.

Physical Demands:

Moderate physical activity performing somewhat strenuous daily activities of a primarily administrative nature. Includes sitting and/or standing for extended periods of time with the ability to lift up to 10 lbs.

Manual dexterity sufficient to reach/handle items, works with the fingers and perceives attributes of objects and materials.

Other:

- Level II Background Screen
- Valid State of Florida Driver's License

The above description is intended to describe the general content, identify the essential functions and the requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements.

Employee Signature: _____

Date: _____