

PA 211 Resource Navigator – Philadelphia Gun Violence Prevention Hotline

Want to help to make a positive impact in your community? Come help us with Philadelphia Gun Violence Prevention Hotline that is dedicated to helping connect those in need to vital resources and supports.

We have full-time positions available! An opportunity for additional hours may be available.

These positions are currently a 1-year assignment with the possibility to extend.

Remotely work from home – computer equipment is provided!

Job Summary:

Similar to the 911 service, 211 is a nationally recognized, easy-to-remember phone number that quickly and effectively connects people in need with resources. In the case of 211, the connections are to human services and community resources tailored to meet caller needs. The 211 service is widely available across the country. 211 assists in supporting many community projects including receiving calls for the Philadelphia Gun Violence Prevention Hotline via a dedicated phone number. The Philadelphia Gun Violence Prevention Hotline will be serviced by 211 staff who are specially trained to assist callers with connecting to appropriate resources in the community.

The goals of this project are to:

- Reduce the likelihood of individuals to engage in gun violence by offering real time access to critical violence prevention intervention services
- Help individuals in communities experiencing high rates of gun violence to connect to support that will help them address quality of life issues, as well as trauma resulting from persistent gun violence
- Staff selected for this project will receive extensive training in areas such as:
 - Trauma Informed Care
 - Mental Health First Aid
 - Gun Violence Prevention Resources
 - Community Awareness
 - Cultural Competency

General Overview

This is not your ordinary customer service job! We hire dedicated, talented people with big hearts. The 211 Resource Navigator handles inquiries by phone, text, chat, email or other media from individuals seeking assistance with human services information or resources. The individual ensures that responses to inquiries are completed according to established service and quality standards. This position focuses on showing empathy, patience, and professionalism while referring callers to the appropriate human

service agencies that have the necessary resources to assist them. The ideal candidate will effectively and compassionately maintain the confidentiality of all caller information.

Essential Functions:

- Responds to inbound phone contact, texts, and chats
- Input data into the system of record, Navigate
- Meets all production, quality and adherence standards
- Attends all required training classes and meetings
- Elevates issues to next level of supervision, as appropriate
- Maintains accurate records, including timekeeping records
- Complete contact follow-up via text and phone in a timely manner
- Other duties as assigned or requested

Technical Skills:

- Comfortable with technology to include typing while speaking on the phone, reviewing multiple screens, utilizing text and chat, and using Office products including Outlook email
- Demonstrated ability to accurately record summary of call and ask required screening questions
- Ability to type at least 40 words per minute
- Will be required to attend outreach events and meetings. These meetings may be outside of normal working hours
- A knowledge of the human/social services within your community – Violence prevention related resource knowledge a plus.

Qualities:

- Ability to remain professional, calm, and kind under pressure in sometimes stressful and emotional circumstances
- Ability to handle a high-volume of calls and treat callers with dignity, respect, compassion, understanding, and empathy
- Knowledge of the Philadelphia area
- Knowledge of non-profits in the Philadelphia region
- Excellent verbal and written communication skills; ability to communicate clearly to individuals with varying levels of comprehension and language proficiency
- Excellent telephone etiquette, including exhibiting friendliness while controlling the conversation
- Demonstrated ability to provide an empathetic and compassionate response to all inquirers
- Must be a team player and be willing to take on new projects as the program grows
- Must be flexible, reliable, and dependable, including adhering to work schedules, changing work shifts when needed, and communicating about availability
- Demonstrated ability to work from home, meeting schedule adherence and quality standards
- Willingness and ability to work in a stationary environment with a desk, computer, and headset
- Willingness to work varying shifts including evenings and holidays

Minimum Qualifications:

Must live in Philadelphia.

High School Diploma or GED and at least two years of customer service experience; Bachelor's degree in social work or health or human services related field plus two or more years of experience in health or human services, social work, or related non-profit organization preferred.

Experience in Gun Violence Prevention related programs or community service a plus.

Salary:

Starts at \$16 per hour and increases to \$17 per hour after 250 hours of service and satisfactory performance.

Bilingual Resource Navigators : \$17 per hour and increases to \$18 per hour after 250 hours of service and satisfactory performance.

These positions are currently a 1-year assignment with possibility to extend longer.

Remotely work from home – computer equipment provided*.

***Note – staff must provide their own reliable home internet service and have adequate internet speed to utilize internet-based phone systems and software.**

To Apply:

Send your resume to info@pa211sw.org and please indicate your shift preferences in the email:

Available shifts-**Monday through Friday**

- 9am-5pm
- 12pm-8pm
- 3pm-11pm