



STRATEGIC  
*Philanthropy*  
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## 211 Broward – Accounts Coordinator

### POSITION OBJECTIVE

The Community Relations Specialist position will effectively deliver our vision, mission and values to the community. This responsibility includes the coordination of the 2-1-1 Broward Youth and Family Services Programs (the Special Needs Connections Helpline, the INFOline, the Youth Services programs, and Teenspace 2-1-1) outreach services, developing strategic outreach plans, report preparation, community awareness activities and continuous quality improvement activities.

### ESSENTIAL FUNCTIONS

1. Effectively present and deliver our vision, mission and values to the community;
2. Represents 2-1-1 Youth and Family Services Programs in the community (becomes the face of 2-1-1 Youth and Family Services), particularly among the Special Needs and Behavioral Health provider network;
3. Establishes, maintains and updates a collaborative relationship with community providers serving the targeted populations;
4. Demonstrates culturally competent communication with diverse populations, by adjusting communication techniques to match age, culture, level of sophistication and language capabilities of clients;
5. Establishes a plan for community outreach that focuses on informing the community about the importance of connecting children with the services they need;
6. Provides Helpline phone coverage as needed;
7. Attends and participates in **a minimum of 7 annual** in-service training sessions; attend seminars/workshops related to program and professional development as requested;
8. Develops in-depth knowledge of the behavioral health and special needs systems including program eligibility, referral/application processes, and related services;
9. Participates in 2-1-1 Broward's Continuous Quality Improvement process;
10. Maintains accurate documentation of outreach activities in accordance with agency guidelines;
11. Monitors outreach activities by establishing standards and developing systematic and efficient methods; contributes to the development of the program's goals and outcomes ensuring contract compliance;
12. Monitors work productivity reflected in monthly reports and makes adjustments to improve performance;
13. Prepares statistics, reports, success stories, and other information as needed for reporting;
14. Researches other 2-1-1 Call Centers to ensure that 2-1-1 Broward remains current with Community Relations efforts;
15. Provides seminars for other agencies and community groups as requested;
16. Represents the agency in the community and assists with public relations efforts as requested;

17. Establishes and maintains a collaborative relationship with community providers serving the youth population, such as Broward Schools, and youth organizations, groups, clubs, recreation centers, and others;
18. Develops and cultivate relationships with local organizations and businesses to increase the number of new clients to the Helplines, such as physician offices, private businesses, etc.;
19. Develops and cultivates relationships with key community leaders as well as appointed and elected officials;
20. Develops targeted strategies to increase awareness, web hits, and call volume related to targeted services;
21. Assists in the development and administration of the Youth and Family services components of the agency's website;
22. Assists the community in responding to immediate, long-term, emerging and changing needs (special projects and specialty services);
23. Assists in the development of the resource database and reports updated community resource information to 2-1-1 Broward Data & IT Services Manager, Supervisors and co-workers;
24. Implements emergency operations, policies and procedures when necessary and participates as a member of the agency's Disaster Response Team;
25. Complies with all agency standards, policies, and procedures and makes a positive contribution to the workplace; and
26. Performs other duties as assigned.

## **QUALIFICATIONS**

1. Bachelor's Degree from an accredited four-year university in education, mental health, social work, psychology, early intervention or related field;
2. Knowledge of child growth and development, and use of screening tools to identify children at risk;
3. Knowledge of behavioral health and special needs system of care;
4. Excellent written and verbal communication skills;
5. Comfortable and effective public speaking skills; and
6. Successful completion of 2-1-1 Broward's Crisis Intervention and I&R training course.

## **COMPETENCIES/SKILLS/ABILITIES**

1. **Service:** shows compassion, empathy and respect to all clients and co-workers;
2. **People:** demonstrates culturally competence, an ability to interact effectively with people of different cultures and backgrounds;
3. **Quality:** displays willingness to meet the highest standards for excellence in performance and accountability;
4. **Finances:** satisfies all agency and contractual requirements;
5. **Growth:** seeks opportunities to enhance or expand services consistent with our mission and the needs of the community;
6. **Community:** assists the community in responding to immediate, long-term, emerging and changing needs;
7. **Safety and Security:** ensures the agency's compliance with safety and security policies, procedures, laws and regulations;
8. **Leadership:** demonstrates the attitudes and behaviors of a leader; open to new ideas, accountable, confident during challenging times, and supportive of upper management;
9. **Analytical:** synthesizes complex and diverse information;

10. Problems Solving: identifies and resolves problems in a timely manner and gathers and analyzes information skillfully;
11. Judgment: displays willingness to make decisions, exhibits sound accurate judgment, and makes timely decisions;
12. Ability to utilize active listening and client centered counseling skills;
13. Ability to implement suicide intervention procedures during life threatening situations;
14. Ability to seek the Certification for I&R Specialist (CIRS) through Alliance of Information Referral Systems (AIRS) when eligible to do so; in addition, to maintaining certification requirements;
15. Ability to seek the Certification for Crisis Workers through American Association of Suicidology (AAS) when eligible to do so; in addition, to maintaining certification requirements;
16. Ability to demonstrate excellent interpersonal and communication skills; and
17. Ability to present a professional manner and appearance at all times.

### **MACHINE/EQUIPMENT/TOOLS USED**

Touch-tone telephone, personal computer, printer, copy machine, facsimile machine and shredder.

### **PHYSICAL DEMANDS**

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 accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to sit, talk, hear and use hands and fingers to operate and handle keyboards and controls. The employee is occasionally required to walk and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds.

### **WORKING ENVIRONMENT**

The work environment characteristics described in this document are representative of those an employee encounters while performing the essential functions of this job. Office environment with exposure to walk-in clients and service animals. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise levels in the work environment may vary but are usually moderate.

This position requires reliable access to a car, a valid driver's license and automobile insurance. Majority of work performed in the community. Regular travel required in completing work requirements, attending meetings or events. Available to respond to emergencies.

### **WORK HOURS**

Full-time, minimum 40-hour work week. Flexibility is required. Available to work evenings and weekends as needed. **Each staff person must agree to make him/herself available to work at least one major holiday or holiday weekend shift each year.**

**About Strategic Philanthropy:**

Strategic Philanthropy, Inc. a south Florida based company, was founded on the belief that effective corporate giving can be so much more than simply writing a check to charities and nonprofits who ask for your help or involvement. It is our belief that when a company aligns its charitable giving with a strategic approach and measurable outcomes, the power of giving enhances a company's brand, image and strengthens the relationships and partnerships within the community.

In short, Strategic Philanthropy gets hired by companies to give away their money to nonprofits that meet a company's business goals and objectives. As you can imagine, we have many relationships with the nonprofits in our community. We value all of the programs and services they have to offer and work with them to help promote positions that are available within their organization so that they may find the best talent possible.

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