



Job Posting

Job Title: 2-1-1 Program Manager
Department: 2-1-1
Reports To: 2-1-1 Program Director
Job Status: Full-time, Salaried, Exempt
Pay: \$44,000/yr

STATEMENT OF THE JOB

The 2-1-1 Information & Referral Program Manager is responsible for providing supervision and leadership to the Community Resource Advisors (CRA). They are responsible for the 2-1-1 call line service delivery, quality assurance, and development and training of staff members.

ESSENTIAL FUNCTIONS

- Contributes to Gryphon Place's overall mission and vision, including the development of strategic goals and objectives
- Serves as a liaison to other centers to coordinate resources, training, and quality improvement as needed
- Assists in the recruitment and hiring of qualified staff
- Involved in the development, coordination, and training of special services and projects within 211
- Provides daily oversight, supervision, and coaching of CRA's, by:
 - Setting clear expectations and performance benchmarks, including effectively addressing performance issues.
 - Monitoring call lines and providing feedback to staff for quality assurance
 - Creates development plans for staff and documents areas for improvement
 - Completing call debriefings, documentation review, and case discussion
 - Provide trainings to staff
- Plan and host staff meetings
- Assists with 2-1-1 Reports, Follow-Up lists and Follow-Up reports and other reports as needed
- Maintains professional relationship with social service agencies and other organizations
- Provides on call support as needed for the 24/7 Call Center
- Completes all other duties as assigned

QUALIFICATIONS AND EXPERIENCE

- Bachelor's degree in human services or related field required with minimum of two years' experience or equivalent education and years of experience
- Prior experience in managing and developing a team preferred.
- Successful completion of (within 12 months of employment) Alliance of Information & Referral Systems, Inc. certification program for Resource Specialist.

KNOWLEDGE/SKILLS/ABILITIES

- Excellent interpersonal communication skills, both verbal and written.
- Ability to maintain strict confidentiality and inspire trust.
- Superior organization skills and a strong attention to detail

- Ability to plan, manage, and deliver multiple projects; organize, prioritize, and coordinate multiple work activities and meet critical deadlines.
- Excellent computer skills and ability to learn database systems
- High level of decision-making and sound judgment
- Ability to effectively and efficiently problem solve
- Ability to complete assignments on time and stay on task with minimal direction.
- Ability to work independently and exercise good judgment.

Persons are recruited, hired, assigned, and promoted only on the basis of job-related criteria and without regard to age, color, familial status, gender, gender identification, marital status, national origin, non job-related disability, race, religion, sexual orientation, veterans' status. EOE

**Interested individuals should apply via email or fax a resume to:
Email: sevans@gryphon.org OR Fax: (269) 381-0935**