

UNITED WAY FOR SOUTHEASTERN MICHIGAN
ROLE DESCRIPTION

Role: Community Care Advocate
Department: 211 Call Center
Reports to: Call Center Team Leader

Overview: The Community Care Advocate answers calls and provides information and referrals to community members who are in need of assistance. The incumbent in this position demonstrates compassion and empathy while employing exceptional listening skills in order to fully understand caller's needs and recommend effective alternatives for resolution.

- Key Responsibilities:
- Process a high volume of incoming phone calls from low-income clients seeking information and referrals for social services. This may include: food, clothing, shelter, and housing and utility bill payment assistance.
 - Employ listening skills in order to understand all of the caller's needs.
 - Demonstrate a high degree of empathy, showing the appropriate levels of care and understanding, without being, or being perceived as, judgmental.
 - Identify and offer effective solutions to both expressed and latent needs.
 - Connect callers with resources in the caller's area that offer assistance.
 - Utilize the department's database of information, demonstrating technical skills that lead to efficient and effective outcomes.
 - Report inaccurate database information to the Resource group for correction.
 - Record caller data according to prescribed policies.
 - Represent United Way 2-1-1 at community events designed to inform people in the community about 2-1-1 services.

In addition to the core responsibilities of the position, may be asked, or may seek, to engage unique abilities, strengths and passions through participation on cross-functional teams.

- Competencies
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| • Communicates Effectively | • Continuous Learning | • Customer Focus |
| • Relationship Management | • Self-Management | • Teamwork and Inclusion |
| • Adaptability | • Drives for Results | • Self-Awareness |
| • Tenacity | • Problem Solving/ Critical Thinking | |

- Demonstrated Abilities:
- High-impact, customer-focused telephone communication skills
 - Effective listening and problem solving involving customer service via telephone
 - Ability to function successfully in a fast-paced, often stressful work environment

- Acquired Knowledge:
- HS diploma, with some social services coursework or experience preferred
 - A minimum of 1 year of experience in a high-volume call center
 - Basic computer skills, including MS Word, Outlook and Excel, and Internet searches

United Way for Southeastern Michigan is an Equal Opportunity Employer.

This job description describes the general nature and level of work performed by employees assigned to this position. It should not be construed as an exhaustive list of all required duties, responsibilities and skills. Reasonable accommodations may be made to enable disabled individuals to perform the essential functions of the job.