

**2-1-1 Tampa Bay Cares, Inc.**  
**Position Description**

**Position Title:** 2-1-1 Family Services Supervisor  
**FLSA Status:** Non-exempt  
**Reports To:** 2-1-1 Contact Center Manager  
**Positions Supervised:** 2-1-1 Family Services Specialists and 2-1-1 Volunteers  
**Salary Range:** \$19.75 - \$20.70 per hour

**General Summary:**

Provides supervision and oversight to the 2-1-1 Family Services Specialist team. This team listens, assesses, refers and/or connects Pinellas County families to health and human services through referrals, warm transfer of calls, and scheduled appointments. Additionally, this team addresses the needs of clients via the JWB Family Services Pool and provides benefit screenings through One-E-App to Pinellas County families. Coordinates activities with other local health and human service partner entities; assists the 2-1-1 Contact Center Manager in the development of policies and procedures affecting operation of the 2-1-1 Family Services team, and provides direct supervision, including performance reviews and general disciplinary actions of the assigned 2-1-1 Family Service Specialists. As a working supervisor, this employee will also be responsible for performing all of the duties assigned to the 2-1-1 Family Service Specialists.

**Duties & Responsibilities:**

1. Supervises the 2-1-1 Family Services Specialists by providing direction and answers in all types of operational questions and concerns. Demonstrates advanced knowledge of telephone and computer systems used within 2-1-1. Handles scheduling and staffing issues caused by illness, vacation, and training.
2. Monitors and responds to families using E-Pinellas and 2-1-1 TBC social media networks to request services and/or assistance.
3. Supervises 2-1-1 Family Service Specialists assigned to them by conducting employee appraisals and coaching sessions. Documents and works to improve performance of assigned employees through development and use of performance plans and call reviews. Handles line level counseling and discipline, and provides input on higher levels of discipline for employees.
4. Performs all the duties of a 2-1-1 Family Services Specialist. Answers 2-1-1 and administrative back telephone lines.
5. Acts as a training coordinator and instructor for 2-1-1 Family Services Specialists as well as other 2-1-1 staff as needed. Establishes and facilitates new employee/volunteer training program by attending 2-1-1 orientation events, providing direct training, reviewing incident reports and updating and modifying changes in 2-1-1 training policy and procedures as needed. Provides written reports and/or recommendations to the 2-1-1 Contact Center Manager regarding the progress of a new employee/volunteer.
6. Acts as the first point of contact for equipment malfunctions within the 2-1-1 Contact Center. Reviews the problem or malfunction and determines best course of action to bring resolution to the issue. This may include direct action through trouble-shooting the problem and/or notifying the correct personnel/vendor to correct the issue.
7. Assists 2-1-1 Contact Center Manager as directed. Researches and compiles statistical information through the 2-1-1 databases and ACD telephone system as needed. Attends meetings as primary or in the Manager's absence as needed.
8. Performs all additional duties assigned by the Manager.

### **Minimum Qualifications:**

- Bachelor's degree in a health and/or human service related field required.
- Knowledge of health and human service agencies/programs and systems in Pinellas County required.
- Experience in determining federal, state and local government benefit programs not required but preferred.
- Experienced in supervision not required but preferred.
- Call center experience not required but preferred.
- Bilingual (Spanish) not required but preferred.
- Alliance of Information and Referral Systems (AIRS) Certification for Information and Referral Specialists (CIRS) not required but preferred.

### **Desirable Knowledge, Skills and Abilities:**

- Knowledge of health and human service agencies/ programs at the local, state and federal level.
- Knowledge of health and human service systems at the local, state and federal level.
- Knowledge of health of human service terminology and procedures.
- Knowledge of communication and computer technology and equipment.
- Knowledge of geography for Pinellas County and surrounding areas.
- Knowledge of English language for spelling and proper word usage.
- Skill in providing active listening and crisis intervention.
- Skill in multi-tasking; coordinating simultaneous mental, manual and visual activities such as handling a stressful call, providing active listening, accessing several Internet tools/software and multiple computer monitors and databases at the same time.
- Skill in operating a variety of communications equipment effectively.
- Skill in reading and interpreting maps to determine locations and service areas.
- Skill in team supervision.
- Skill in problem solving to analyze situations and identify existing or potential problems and recommend solutions, including ability to understand the specific goals and needs of the program.
- Ability to work in a fast-paced and structured call center environment.
- Ability to treat people with respect under all circumstances.
- Ability to adapt to change, meet the changing demands of the work environment, delays or other unexpected demands.
- Ability to speak clearly and concisely.
- Ability to think clearly and act quickly in emergencies.
- Ability to manage difficult caller situations, to respond promptly to the needs of the caller, solicit feedback to improve service, and respond to requests for service/assistance.
- Ability to establish and maintain effective working relationships with fellow 2-1-1 TBC staff/volunteers, health and human service professionals, law enforcement representatives, government representatives, and the general public.
- Ability to meet attendance schedule with dependability and consistency.
- Ability to comprehend, capture as well as interpret, basic demographic, income, service need, and service/referral provided information.
- Ability to be aware of and manage personal stress levels.
- Ability to work well as part of a team.
- Ability to be flexible in work schedule to ensure appropriate staffing due to vacations, sickness, and/or disaster.
- Ability to pass the AIRS CIRS exam when eligible.

**2-1-1 Tampa Bay Cares, Inc.**  
**Position Description**

**Position Title:** 2-1-1 Family Services Specialist (FSS)  
**FLSA Status:** Non-exempt  
**Reports To:** 2-1-1 Family Services Supervisor  
**Positions Supervised:** None  
**Salary Range:** \$16.85 - \$17.80 per hour

**General Summary:**

Primary function of this position is to listen, assess, refer and/or connect Pinellas County families to health and human services through referrals, warm transfer of calls, and scheduled appointments. Additionally, this positions will address the needs of clients via the JWB Family Services Pool and provide benefits screening through One-E-App to Pinellas County families.

**Duties & Responsibilities:**

1. Answer and respond to inbound calls, e-mails and live chat sessions assisting families and individuals in Pinellas County.
2. Assess 2-1-1 inquirer needs for wrap around services, navigation services and/or referral services according to AIRS Standards.
3. Build 2-1-1 inquirer's interest in services and benefit programs that will assist families and individuals in need.
4. Screen families for Federal, State, and local benefit programs using the One-E-App system.
5. Request JWB service pool services for 2-1-1 inquirers and provides supporting documentation as needed.
6. Arrange for the dispatch of services and/or products, service pool credit cards, information packages, brochures etc. to 2-1-1 inquires and other authorized parties.
7. Communicate with partner agencies/programs through phone and/or e-mail as needed to support service requests.
8. Update client databases with the status of each 2-1-1 inquirer.
9. Provide outbound follow-up telephone calls to families to determine if they were connected with needed services and if not continue to advocate for services.
10. Advocate on behalf of 2-1-1 inquirers to reduce barriers to services such as language, misunderstanding of services and/or the health and human service system, etc.
11. Maintain appropriate security and confidentiality of information created or encountered in the performance of assigned duties.
12. Keep informed of departmental regulations, policies and procedures.
13. Assist in on-the-job training for trainees (new staff and/or volunteers).
14. Provide crisis and specialty contract work on the telephones according to AIRS and contract standards, as needed.
15. Perform other related duties as assigned.

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- Call center experience not required but preferred.
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