Connect Mat-Su
Community Resource Specialist Job Description

Background
Connect Mat-Su was created in 2018 to be a comprehensive and innovative health and social services information and referral resource center. It is a network that is both a physical and virtual resource center linking residents with immediate access to the information, referrals, and direct assistance needed to thrive physically, mentally, socially and emotionally.

Position Summary
The ideal candidate contributes to the incredible vision that every person in the Mat-Su has access to what is needed to live a healthy and fulfilling life through a centralized location of resources. This position will be the first point of contact for Connect Mat-Su (CM) consumers whether accessed by phone or in person. The Community Resource Specialist will provide social service navigation and referral to appropriate resources as identified by the customer. The ideal candidate will be well-educated on the information and systems available through CM partners and will direct and refer customers to the resource best suited to their needs. This position will work closely with the CM Director and CM partners to develop and maintain a database of health and social services resources within Mat-Su and may engage in outreach to encourage agency/provider participation in the CM program.

Connect Mat-Su’s overall goal is to more effectively and efficiently connect Mat-Su residents to the programs and services they need and/or require through an accessible walk-in center, via phone and through a searchable web-based database. Connect Mat-Su’s core values expect that the services provided are inclusive, responsive, caring, trusted and innovative. The guiding principles of the CM network ensures that, regardless of circumstance, community members feel free to seek help or assistance and will receive accepting, useful, unbiased and responsive support and information. The successful candidate for this position will uphold these values and principals and use them to guide their job performance.

Responsibilities

▪ Provide information and referral assistance at the front desk and on the phone.
▪ Participate in the development of a robust central database of health and social services and work with Connect Mat-Su Director and other partners to continuously update.
▪ Collaborate with the CM Director to identify ways to promote and make accessible the Connect Mat-Su services throughout the entire Mat-Su Borough, including remote and online strategies.

Desired Competencies
▪ Proven and progressively responsible office skills
▪ Excellent written and oral communication skills, sensitive to confidentiality and diplomacy required in communicating with a broad and diverse audience
▪ Demonstration of a strong interpersonal skills and a positive attitude and approach while working cooperatively in a team-oriented setting and in close proximity to other staff
▪ Ability to navigate high stress situations with customers, help identify primary needs and work in a collaborative format to identify resources to meet those needs
▪ Ability to learn quickly, stay flexible and highly organized in fast-paced environment with competing demands while maintaining integrity of work product for self and staff
▪ Ability to advance mission of the organization through detailed and effective organization skills and logistics coordination
▪ Solid sense of self with demonstrated qualities of integrity, loyalty, discretion and self-motivation
▪ Strong analytic skills and the ability to think strategically, politically and programmatically
▪ Flexibility in responsiveness to the needs of the Connect Mat-Su director and Connect Mat-Su partners
▪ Knowledgeable of, or willingness to become, trauma-informed and culturally competent
▪ A willingness to become certified and trained in, and implement best practice information and referral and customer service

Required Position Qualifications

▪ Bachelor’s degree in social work, or related field is preferred
▪ A minimum of 3 years work experience (social service experience preferred,) including 1 or more years of community outreach and coordination experience
▪ Super user of Microsoft office suite and database management systems
▪ Super user of standard office communication systems, hardware, copiers, and other office equipment
▪ Demonstrated skill and experience in information retrieval, information/data management, and procurement
▪ Demonstrated high level interpersonal and oral/written communication skills
▪ Existing relationships with, or ability to build relationships with, a cross-sectoral range of stakeholders in the local area, including senior executives

Closing Date:  August 21, 2020 COB, or until filled

Work Location:  Connect Mat-Su is located on the first floor of the Mat-Su Health Foundation Building, 777 N. Crusey St, Suite A101, Wasilla, and is co-located among other organizations.

Salary Range and Benefits:  $19.23/hourly DOE. Position is non-exempt. The MSHF offers a comprehensive benefits package and is an at-will employer.

How to Apply:  Candidates should submit a cover letter and resume in a single PDF to jobs@healthymatsu.org. Include job title in subject line.
**Mat-Su Health Foundation**: The Mat-Su Health Foundation is the official business name of Valley Hospital Association, Inc., which shares ownership in Mat-Su Regional Medical Center. In this capacity, the foundation actively participates in the governance of Mat-Su’s community hospital and protects the community’s interest in this important health care asset through board oversight. The MSHF also invests its assets into charitable works that improve the health and wellness of Alaskans living in the Matanuska-Susitna Borough (Mat-Su).

The Connect Mat-Su Specialist supports the MSHF’s mission, vision and values. This individual embraces the following values as the foundation of our efforts: respect and appreciation for our Mat-Su community assets; prevention; access; wellness; fairness; collaboration; and leadership. This individual exemplifies health; is team-focused and positive; and consistently demonstrates respect for fellow team members and partners. This team member is committed to sharing the learnings of Connect Mat-Su with MSHF staff to increase the MSHF’s impact, and working closely with the MSHF Program Team to maximize the strategic and creative synergy between Connect Mat-Su and the MSHF.