



## **Community Resource Specialist**

**FLSA Classification:** Non-Exempt

**Reports to:** Connect Mat-Su Director

**Salary range, DOE:** \$24 - \$25/hr

### **JOB DESCRIPTION**

#### **Position Summary**

The Connect Mat-Su Community Resource Specialist is part of a dynamic team providing information and referral services to the Mat-Su community. In alignment with MSHF mission and Connect Mat-Su programmatic goals, this position works with Connect Mat-Su team members to develop and maintain a database of health and social services resources within Mat-Su and serves as the first point of contact for community outreach to develop and strengthen relationships with community members, community-based organizations, providers, and programs. The Community Resource Specialist is responsible for ensuring program success through all interactions with internal and external stakeholders.

#### **Essential Duties and Responsibilities**

##### **Leadership**

- Advance programmatic goals by building and maintaining relationships with community partners and providers
- Leverage partner and provider relationships to build knowledge of social determinants of health resource availability, application processes, and timelines for acceptance into services, etc., sharing knowledge with program staff and clients to meet programmatic goals
- Build and maintain relationships with internal stakeholders to ensure cross-department collaboration in advancement of program goals

##### **Program/Administration**

- Ensure fidelity to the Connect Mat-Su service delivery model, utilizing health equity and trauma informed principles to deliver tailored services for all clients and consumers



- Utilize independent judgment and discretion to triage and assess client needs, assuring that clients are provided services in alignment with programmatic workflows and processes
- Serve as subject matter expert ensuring the overall success of Connect Mat-Su through assistance with development of workflows for Connect Mat-Su programs
- Coordinate with MSHF administrative assistant to ensure the Connect Mat-Su front desk and lobby area are organized, and outreach materials are available
- Maintain a positive demeanor and disposition in interactions with MSHF building visitors, building tenants/clients, and partners utilizing the conference center
- Leverage provider and partner relationship to contribute to overall program success through annual database record verification, regular maintenance and management of Connect Mat-Su's resource database, and events calendar updates

#### **External Relationships**

- Utilize programmatic data to prioritize areas of need in the development of relationships with community partners, expanding the Connect Mat-Su network to streamline access to community resources
- Utilize community resources landscape knowledge to identify innovative community engagement ideas and strategies and present to programmatic leadership
- Represent Connect Mat-Su and its mission and by extension the MSHF, at external meetings and events
- Identify and participate in community outreach opportunities as directed

#### **Health Equity**

- Utilize health equity principles and principles of trauma informed care to assure direct service program delivery and fidelity in alignment with industry standards for information and referral
- Ensure equity and inclusion in all interactions with providers through advocacy efforts in alignment with equity principles for information and referral



- Utilize various service delivery methods to achieve accessibility of services throughout the entire Mat-Su Borough, including remote and online strategies
- Utilize programmatic software to identify and track system barriers and gaps in community services
- Communicate and advocate to community partners about the system barriers faced by vulnerable and historically underserved populations, and participate in the development of solutions that address inequities in the system

**Other duties:** Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

### **Competencies**

- Ability to maintain program fidelity while delivering high quality customer service to a broad range of clients through a variety of methods
- Self-motivated with the ability to learn quickly, stay flexible, and highly organized in a fast-paced environment with competing demands while maintaining integrity of work with minimal supervision
- Strong analytic skills with the ability to utilize independent judgement in response to a wide variety of client needs
- Highly organized self-starter with an aptitude for solving complex problems
- Ability to build trust and relationship through authentic interaction and engagement with internal and external stakeholders
- High level of emotional intelligence with outstanding communication and interpersonal skills
- Ability to utilize various technology platforms and software to achieve program goals



- Understanding of CRM/Software integration and its function in cataloging and presenting resource information
- Ability to obtain and maintain Inform USA community resource specialist certification
- Extensive knowledge of the local community, available resources, and issues facing community members while producing innovative and operational solutions
- Highly motivated and committed to the foundation's mission possessing a strong desire to promote health equity and improve the health outcomes of the Mat-Su residents

### **Education & Experience**

- Associate's degree and 3 years of information and referral experience preferred or 5 years' experience delivering information and referral or a combination of education and experience
- 2 years' experience in customer service or similar public facing position
- Demonstrated experience with or knowledge of information and referral best practice (preferred)
- Extensive working knowledge of Microsoft Word, Excel, and other related software

**Work location:** Wasilla, Alaska

**Work environment:** Employee will be working in a typical office environment with offices, moderate temperature, and equipment noise.

**Physical demands:** Employee will be spending considerable time at a desk using a computer terminal and using a personal vehicle to travel to various locations in the community.

**Travel:** Incremental travel in and out of state may be required.

**EEO statement:** Mat-Su Health Foundation is an equal opportunity employer.