

Eden I&R, Inc.

"linking people and resources"



570 B Street ♦ Hayward, CA 94541 ♦ 510-537-2710 ♦ FAX 510-537-0986

Job Description:

PSPS Care Coordinator, 211 Contact Center (Hourly, non-exempt, 40 hours per week with benefits)

This is a 100% grant-funded position with a possible extension.

The grant end date is 7/31/2023.

Agency Description: Eden I&R envisions a community empowered with information and connected to resources, so that all people obtain health, happiness, hope, and improved livelihoods. The agency's largest program is 211 Alameda County, the 24/7 multilingual phone line that provides resource information to individuals and families from throughout the county.

SUMMARY:

The PSPS Care Coordinator, 211 Contact Center will connect Access and Functional Needs (AFN) community with resources to create a resilience plan before the onset of Public Safety Power Shutoff (PSPS) events. The Care Coordinator provides person and family-centered support for individuals across all ages and income to maximize emergency preparedness. The Care Coordinator will assist management in project activities and reports directly to the 211 Associate Director.

DUTIES:

1. Provide high quality, multidimensional information and assistance services to Access and Functional Needs (AFN) communities in Alameda County. This includes those who have developmental or intellectual disabilities, physical disabilities, limited English proficiency, those living in institutional settings and including but not limited to those who are dependent on public transit.
2. Complete caller assessment and assist callers in creating safety plans for power outage. Facilitate caller's connection to services and programs, including Medical Baseline and battery backup programs.
3. Maintain regular contact with partner agencies that support AFN customers to identify available services and resources.
4. Provide detailed data on customer interactions for reporting.
5. Support the development of disaster-oriented 211 website content and work with IT staff to maintain site with updates, as needed.
6. Support 211 disaster work including but not limited to training, call center support and resource updates.
7. Discretion and tact in handling confidential and personal information.
8. Report technical or programmatic issues as needed.
9. Some travel within Alameda County may be necessary to support projects.
10. Extended hours as needed in times of disaster.
11. Other duties as assigned.

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POSITION REQUIREMENTS:

- Excellent customer service skills.
- Excellent organization, time management, and oral & written communication skills.
- Ability to master new systems and assist in process development.
- Proficient in Office 365 programs, such as Excel, Outlook and Word, databases and other computer programs.
- BA/BS degree preferred or combination of education and experience.
- Familiarity with social service programs and systems preferred.
- Professional experience working with community groups serving people with access and functional needs.
- Knowledge and/or experience working in disaster related services preferred.
- Must work well in a team environment.
- Proof of a valid California Driver's License, reliable transportation, proof of automobile insurance (listed as covered), pass and maintain driving approval, as required by our insurer.
- Flexibility to telecommute or work in the office as assigned.
- Candidate must reside in the greater Bay Area.
- **Bilingual in Spanish a plus.**

Compensation: Hourly rate: \$28 - \$30; health and dental benefits available

Available shifts: Eight hours a day between the hours 8:00 am – 5:30 pm, Monday – Friday; **weekend, evening, and overtime shifts may be required during a disaster/PSPS event.**

Resume/Cover Letter:

Human Resources Administrator
Eden I&R, Inc.
570 B Street
Hayward, CA 94541
Email: Jobs@edenir.org

*Eden I&R, Inc. is conveniently located one block from the Hayward BART station.
Online and on-site training will be provided*

Eden I&R is an equal opportunity employer