



## **Job Description**

**Job Title:** Data Entry and Outreach Specialist  
**Responsible to:** Database Manager

**Responsibilities:** The Data Entry and Outreach Specialist is responsible for data entry with the Resource Database department, accurately updating resource data. As the Outreach Specialist for the Older Adult Outreach program, the position will provide care coordination and support to older adults enrolled in the follow-up program.

### **Job Requirements:**

- Bachelor's degree in social services or related field
- Demonstrated interest in human services
- Strong oral and written English language skills including over the phone
- Working knowledge of computers and software programs
- Offers of employment contingent upon acceptable background check

### **Personal Qualifications:**

- Extremely detail oriented and organized
- Flexibility and ability to manage many concurrent projects
- Ability to work independently
- Strong desire to provide non-judgmental, appropriate help and assistance to persons in need/ ability to relate to and effectively communicate with people from all economic, racial, age, ethnic, and social groups
- Ability to establish and maintain effective working relationships with program staff and service providers

### **A. Data Entry**

1. Process resource database updates in accordance with style guidelines.
2. Respond to and initiate database inquiries in a prompt, professional manner.
3. Assist with projects as assigned by Database Manager.
4. Follow Inform USA database standards and Helpline Center Database Manual procedures.

**B. Provide programming and operations for the Older Adult Outreach Support program**

1. Provide care coordination, care planning, support, and resources for older adults.
2. Provide scheduled outreach calls to program participants
3. Complete necessary forms and documentation for each call.
4. Be knowledgeable and current about community resources for older adults.
5. Promote the program and maintain positive relationships both internally and with community agencies working with the older adult population.
6. Track data and provide required reports regarding the program.

**C. Provide administrative support to Helpline Center operations**

1. Assist with in person visits, inquiries, and deliveries.
2. Serve as back-up for mail processing.
3. Assist CEO and COO with administrative support and projects as requested.
4. High quality customer service demonstrated in all interactions.

**C. Professionalism**

1. Support and carry out the mission of the agency.
2. Follow agency policies, including personnel and programmatic.
3. Participate in the agency, demonstrate team participation and a work place philosophy that enriches staff's ability to reach goals and provide a high level of customer service
4. Perform additional duties beyond those specified.

**Hours:** Part-time, 25 hours/week, non-exempt.

Employee Signature

Date

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Supervisor Signature

Date

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