

Information & Referral (I & R) / Resource Specialist

HelpLine is seeking an energetic, self-motivated, articulate, and highly organized individual to provide maintenance of the 2-1-1 resource database according to 2-1-1 national and organization standards, and develop and maintain relationships with agency and community groups. Information and Referral (I & R) is the art, science, and practice of bringing people and services together, and is an integral part of the overall human services sector. This position plays a vital role in linking help seekers to critical, basic needs, such as housing, food, utility and rent assistance, crisis and emergency counseling, and more, by ensuring that resources are accurate, dependable, and accessible 24/7. This position is housed under the Information & Referral (I & R) Department. Position is 40 hours per week with competitive salary and benefits. I & R Resource Specialist reports to and will be supervised by I & R Program Manager. This position is full-time and eligible for Alternative Work Arrangements (hybrid). This position is based in Delaware County, but includes travel to Helpline's 2-1-1 covered counties of Delaware, Morrow, Union, Logan, Shelby, and Miami.

RESPONSIBILITIES

- + Maintain and update the 2-1-1 resource database in accordance with national and organization standards, policies, procedures, and style guide
- + Build and foster relationships with agency and community groups providing human and social services
- + Attend conferences and meetings of information and referral providers, such as Inform USA and Inform Ohio (Ohio Chapter), when requested to represent the agency, and for professional growth and development
- + Represent the agency at local and statewide meetings, community events, and fairs as requested
- + Attend professional development opportunities, webinars, and community events to increase skill set, knowledge, and content delivery
- + Manage and coordinate day-to-day activities that lead to the timely completion of assignments, projects, and tasks
- + Participate on agency committees as requested, e.g. Spirit Committee, Cultural Inclusion and Equity Committee, Quality Assurance, Safety Committee, and/or Trauma Informed Care Committee
- + Maintain records of personal continuing education that go toward HelpLine annual requirements
- + Complete agency timesheet correctly and submit by deadlines
- + Perform other duties as assigned by I & R Program Manager

REQUIRED QUALIFICATIONS

- + High school diploma (or equivalent) with three years experience in the human services field, mental/behavioral health services, social work, or related fields/industries



The community's go-to for supporting and empowering change.

- + A strong sense of cultural humility and the ability to work sensitively and inclusively with diverse cultural backgrounds (e.g. age, race, gender, gender identity, class, etc.)
- + High level of professionalism
- + Excellent organizational and record keeping skills with strong skills in computer/technology use, including experience with various software such as Microsoft Office, Google Suite, etc.
- + Detail oriented with analytical skills and the ability to perform data entry accurately
- + Ability to work both independently and in a team setting, to manage multiple tasks simultaneously, to follow through with projects, and to be attentive to detail
- + Excellent written and verbal communication skills utilizing varying modes of communication, including phone, email, instant messaging, mail
- + Willingness and ability to obtain and meet Inform USA CRS-DC (Certified Resource Specialist-Database Curator) Certification standards, within one year after eligibility requirements have been met
- + Commitment to HelpLine's core values including effectively reaching underserved communities.
- + Successful candidate must pass BCI/FBI background check(s) as well as a Motor Vehicle Report (MVR)
- + Successful candidate must have access to personal transportation

Although not required the following skills/abilities are highly desirable:

- + Associate / Bachelor's degree in social work or a related field
- + Knowledge of health and human services
- + Strong public speaking skills
- + Library Science background

WHY WORK FOR HELPLINE

HelpLine is a financially stable, longstanding (50+ years) non-profit providing a broad spectrum of social services to eight counties. We are committed to living our values and investing in our people. This means our benefits reflect equitable wages, culture of self-care, inclusive practices and access to growth opportunities:

- + Full-time exempt position with competitive salary with personal growth and professional development opportunities. Salary range: \$18-22/hr
- + Outstanding total rewards package, which includes but not limited to:
 - o 100% employer paid employee health, life, dental and Long-Term Disability (LTD) premium coverage.
 - o Simple Individual Retirement Account (IRA) – annual 2% HelpLine contribution, no match requirement and vested at enrollment.
 - o Voluntary life insurance and other optional benefits are available.
 - o Employee assistance program.



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- + Earned vacation, sick and compensatory time, holidays (12) and wellness days (4).
- + Mileage reimbursement for all work-related travel.

HOW TO APPLY

For full consideration, please submit a **complete application** consisting of a cover letter and resume to Stephanie Hummel, I & R Program Manager, shummel@helplinedelmor.org. Applications will be accepted through Friday, July 25, 2025.

ABOUT US

As the community's only comprehensive 24/7 resource, we are the go-to for supporting and empowering change. Our highly trained specialists offer compassionate support to anyone in crisis or in need of information, connecting people with the right community resources and empowering them to thrive. Our prevention programs promote and advocate for emotional health and wellness through addressing suicide and depression, sexual assault, child sexual abuse and family violence to influence change in our community. These programs are rooted in our relationships with local non-profits and agencies, giving us the connections and knowledge to get community members the support, education and volunteer opportunities they're looking for. For more information, visit helplinedelmor.org.

HelpLine provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, religion, age, sex, sexual orientation, disability status, gender identity or any other characteristic protected by federal, state or local laws.