



Community Resource Specialist for Information and Referral

Phoenix Society for Burn Survivors is a non-profit organization dedicated to empowering people affected by a burn injury. We work to serve burn survivors, loved ones, burn care professionals, researchers, and anyone else committed to empowering the burn community and building a safer world. Our mission is to unite the voice of the burn community around the globe to promote healing, recovery and burn prevention. We value constant learning, accountability, a growth mindset, unity, and integrity above all.

We have an exciting opportunity to welcome a **Community Resource Specialist for Information and Referral** to our organization. As a member of our Programs team, this full time, remote position is responsible for assisting and referring the burn survivor community and health care professionals to available resources and support to assist in the survivor journey.

What you will do:

- Work directly with the burn survivor community and health care professionals (our clients) who contact Phoenix for support and resources via all manner of media channels
- Offer on-call support outside business hours
- Provide advocacy or crisis intervention after the conduction of an assessment of client needs
- Provide a choice of referrals that is based on the individual's preferences, and when indicated, arrange for a follow-up call to ensure the individual's needs have been met
- Facilitate social media interactions and peer support
- Disseminate information about Phoenix Society's programs and services and/or other organizations' resources.
- Capture, update and document interactions with burn community and health care professionals in organizational database (currently, Salesforce)
- Ensure client confidentiality by protecting their private health information in accordance with HIPAA
- Identify trends of unmet needs for further advance of Phoenix programs or referral partner needs
- Work with our volunteer community, training and equipping them to assist in live and digital interaction with our clients, allowing for scalability
- Provide service in a friendly, empathetic, and respectful manner
- Utilize active listening, effective questioning, and other communication techniques to develop a rapport with the client

What we are looking for:

- Bachelor's degree; preferred emphasis on Community Health or a related field
- Alliance of Information and Referral Systems (AIRS) certification preferred
- Two years or more experience as a Community Resource Specialist connecting people with resources
- Experience interacting with individuals who may be in crisis mode
- Experience interacting and successfully communicating with individuals from many walks of life
- Bilingual in Spanish is a plus
- Previous experience working for a nonprofit foundation; preferred experience with the burn survivor community
- Strong technology skills to function in the digital delivery of services

Other knowledge, skills & abilities:

- Strong organization and time management skills
- Strong written and oral communication skills
- Creative and innovative problem-solving skills
- Developed networking and interpersonal relationship-building skills
- Ability to be proactive and detail-oriented within a fast-paced environment, while managing competing deadlines
- Ability to work effectively with diverse groups of people including volunteers, health care staff, fire service and burn survivors in a way that engenders trust and confidence
- Ability to work both independently and as part of a team
- Ability to manage projects effectively, executing with quality and accuracy

What we offer you:

- Salary range: \$68,000 - \$73,000 (dependent on experience)
- Remote work from home position, with very occasional travel
- Employer paid 80% for employee and 50% dependent/spouse premium for medical, vision and dental coverage
- 100% employer paid life insurance policy and ST and LT disability coverage
- 12 paid Holidays and generous PTO schedule
- Retirement Plan contribution
- Employee Assistance Program Services
- Employee Wellness Reimbursement Program

Our values:

- We are accountable. We trust each other to do our best work, and when we make a promise, we deliver together.
- We have a growth mindset. We are curious, imaginative, and inspired, always seeking opportunities to evolve.
- We do the right thing. When faced with many choices, we support the right direction: financially, ethically, directionally.
- We value unity. The goal is bigger than any one of us, and we value and engage each individual's unique gifts and talents.
- We are continual learners. We are committed to personal and professional development. We are vulnerable enough to say, "I don't know, but I'm willing to learn."
- We strive for equality and inclusion. As we empower and support every member of our community, we seek, and value diverse perspectives informed by lived experience and individual identity.

How to apply:

- If you are interested in applying for this position, please submit a cover letter and resume outlining your qualifications to: bwelch@phoenix-society.org.

Phoenix Society for Burn Survivors is an equal opportunity employer and will consider all candidates for employment without regard to race, color, religion, sex, national origin, age, sexual orientation, gender identity, disability status, protected veteran status, or any other characteristic protected by law.