Job Title: CIE Nonprofit Collaboration Specialist
Responsible to: CIE Manager
Locations: Sioux Falls
Responsibilities: The Nonprofit Collaboration Specialist will be joining a team responsible for implementing and coordinating the South Dakota Community Information Exchange. The role will focus on assisting in the curation and maintenance of the resources critical in building a statewide closed-loop referral system for health care and social service providers. The successful applicant will have a track record that demonstrates their talents at engaging partners to ultimately become part of a solution by understanding the importance of accurate information and communication. This position would be ideal for a versatile and dedicated professional who can engage in multiple projects to create conditions for successful systems change.

Job Requirements:
- Bachelor’s Degree with three years related experience and/or training; or equivalent combination of education and experience required.
- Strong strategic awareness and innovative thinking skills
- Ability to read and interpret documents such as policy and procedure manuals.
- Ability to write routine reports and correspondence.
- Ability to effectively trouble shoot complex issues
- Proficient in Microsoft office programs with an emphasis in excel
- Offers of employment contingent upon acceptable background check

Personal Qualifications:
- Enthusiastic, teamwork oriented attitude
- Ability to learn, operate and teach software programs
- Extremely detail oriented and organized
- Ability to establish and maintain effective working relationships with partner agencies
- Possess excellent listening, organizational, written and verbal communication skills
- Outgoing and comfortable with people

A. Assist in the recruitment and onboarding of partners in specific South Dakota communities
   1. Communicate with senior leadership at the Helpline Center and other key stakeholders to design the system.
   2. Provide training and support to partner agencies on correct software usage and data collection.
   3. Provide technical input and strategies to support agency onboarding.
   4. Enforce and monitor policies and procedures of the CIE.

B. Assist in the curation and maintenance of the Helpline Center Database
   1. Follow procedures for completing annual updates including following up with programs / agencies that don’t respond to initial requests
   2. Process updates in accordance with style guidelines
   3. Respond to and initiating inquiries in a prompt, professional manner
   4. Assist with projects as assigned by the Database Manager
   5. Follow AIRS database standards, and Helpline Center Database Manual procedures
   6. Work toward obtaining AIRS (Alliance of Information and Referral System) CRS (Certified Resource Specialist) credential.

Date: November 2021
C. Professionalism
   1. Support and carry out the mission of the agency.
   2. Develop and maintain close relationships with various constituencies within the community.
   3. Be involved with the community at large and appropriate professional organizations.
   4. Follow agency policies, including personnel and programmatic.
   5. 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.
   6. Develop professional and personal growth through opportunities and involvement.

D. Additional Duties
   1. At times, staff will be required to perform additional duties beyond those specified. Management retains the discretion to add or to change the duties of the position at any time.

Hours: Hourly FT position. Office hours, 8 a.m.-5 p.m. or as required.

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