



Job Description

Job Title: Database Manager
Responsible to: Vice President of Program Development
Responsibilities:

The Database Manager plays a critical role in curating and maintaining the community database used by the Helpline Center and the broader community for information and referral purposes, particularly related to nonprofit, government, and mental health services. The Database Manager oversees the database in accordance with guidance from the director and in compliance with the accreditation standards of the Alliance for Information and Referral Services (AIRS). The Manager is responsible for leading a database team responsible for the collection, coding, organization, reporting and maintenance of data.

Job Requirements:

- Bachelor's degree in Social Services or related field
- Demonstrated interest in human services
- Strong oral and written English language skills
- Working knowledge of computers and software programs
- Offers of employment contingent upon acceptable background check
- AIRS certification in Database Curation (preferred)

Personal Qualifications:

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

Specific Responsibilities:

A. Oversee the curation and maintenance of the Helpline Center database

1. Lead the implementation and development of policies, procedures and planning of the Helpline database program.
2. Ensure that all current programs and agencies are updated as scheduled and all program/agency descriptions are accurately written according to the established database guidelines.
3. Ensure all supplemental resource information outside of the main database is updated as needed.

4. Provide supervision, training, direction, and assistance to resource database staff.
5. Seek out new programs/agencies and add to the database according to the established database guidelines. Responsible for educating staff/volunteers about new or deleted programs/agencies in the database.
6. Ensure all seasonal information is updated in a timely fashion (holiday resources, summer programs, etc).
7. Ensure directories/lists are maintained or developed to provide resources to the general public.
8. Maintain and build relationships with resource organizations.
9. Maintain the online database and 211 Mobile APP.
10. Become database certified through AIRS.
11. Lead the Database Review in the accreditation process for AIRS and AAS.

B. Respond to inbound calls/texts to the call center

1. Demonstrate sensitivity, empathy regarding human service issues. Project a non-judgmental attitude toward those requiring service.
2. Answer and provide appropriate assistance for information and referral contacts following policies and procedures.
3. Answer and provide appropriate assistance for listening & support contacts following policies and procedures.
4. Answer and provide appropriate intervention for crisis/suicide contacts following policies and procedures.
5. Document calls/texts/emails correctly into computer tracking system according to procedure.

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.

D. Additional Duties

1. At times, staff will be required to perform additional duties beyond those specified.

Updated: July 2021

Employee

Date

Supervisor

Date

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