

**United Way of Prince Edward Island
Position Description**

Position Title: 211 PEI Data Curator
Department: Community Impact
Reports to: 211 Service & Data Coordinator
Positions: Full-time
Salary Range: \$45,000-\$50,000 + Benefits
Start Date: ASAP

211 is the source Canadians trust when seeking information and services to deal with life's challenges. 211's telephone service and website provide a gateway to community, social, non-emergency health, and government services. 211 helps navigate the complex network of human services quickly and easily, 24/7/365, in over 150 languages. 211 PEI is a signature service of the United Way of PEI.

Job Summary:

Under the general supervision of the 211 PEI Service & Data Coordinator, the Data Curator completes tasks and duties as assigned in the collection, organization, and maintenance of information in the 211 PEI database. Records in the database are used by the 211 PEI Community Resource Navigators answering phone calls and by the public via the 211 PEI website. The specialist will research community and social service agencies, entering selected information about them and their activities into subject categories according to defined standards. As a frontline contact with the public and service agencies, the employee is expected to present a professional image and respond in a manner consistent with the mission vision and values of 211 PEI and the United Way of PEI.

Key Duties and Responsibilities:

- Ensures that all data related to 211 services is managed effectively and in accordance with Alliance of Information and Referral Systems (AIRS) standards including:
 - Creating and updating records in the database
 - Connecting with the appropriate contact person for each resource by phone or electronically
 - Abstracting information from relevant electronic sources and verifying accuracy and currency of the information with data sources and community contacts
 - Categorizing information based on an established classification system
- Assists in the development and review of internal 211 database standards or guidelines and ensures that data is managed accordingly
- Receives new data, troubleshoots and resolves all manner of data quality issues that arise through regular contact with service providers, the general public, or 211 PEI staff
- May be required to perform outreach education and /or attend meetings with service agencies or partners as required
- Creates and distributes reports, either ad-hoc or system generated

- Participates in system testing and troubleshooting, and working with vendors to rectify identified issues
- Monitors, tests, and updates the 211 PEI website
- Successfully completes any required training to fulfill these duties (AIRS certification)
- Other duties as may be assigned from time to time

Education/Experience:

- Certificate or diploma in the field of libraries, information management, human services or equivalent
- Recent related experience of one to two years; or an equivalent combination of education, training, and experience; or other qualifications determined to be reasonable and relevant to the level of work

Assets:

The following attributes will be considered as assets in performing the duties of this position:

- Website content management
- Business Intelligence (BI) experience
- Demonstrated interest or experience in the non-profit or volunteer community service sector
- Experience in a similar role in a non-profit /social enterprise/impact business organization
- Bilingualism (French and English) in both the oral and written language

Job Skills and Abilities:

- Education in or experience with manipulating information within database structures
- Effective communication skills, both oral and written. Records include summarizing information to create succinct and original content used by the public and 211 PEI community resource navigators
- Ability to research, summarize, and organize information, giving exact attention to detail
- Data entry/data management experience
- Strong knowledge and understanding of community services sectors (in PEI an asset)
- Understanding of data analytics and applications within the social services sector
- A positive and proactive outlook with an ability to work within a multidisciplinary team to achieve common goals and foster cooperative working relationships
- Ability to deal tactfully and effectively with the public and community agencies and to maintain good public relations
- Ability to manage multiple projects, prioritize work under pressure, and meet deadlines
- Ability to work independently and to allocate time and other resources effectively
- Ability to make effective public and internal presentations
- Ability to take direction

**Position Type/Expected Hours of Work:**

This is a full-time position, Monday-Friday 8am-4pm (35 hrs/wk) however, there may be flexibility in schedule. Office location is in Charlottetown, but the position can be based remotely.

Travel:

Travel is primarily local during the business day. Some out-of-province and overnight travel may be necessary on occasion (during non-COVID-19 times).

To Apply:

For consideration for this position, please submit by email a resume and cover letter to jobs@peiunitedway.com with a subject line of **211 PEI Data Curator**.

This position is open until filled.

We thank all applicants for their interest and effort in applying for this position, however, only those being considered will be contacted.