



# Community Resource Navigator and COVID-19 Response

College to County Intern 2021 - Department of County Human Services

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**Pay Rate:** \$21.90 per hour  
**Job Type:** Temporary College Intern  
**Duration:** Summer 2020  
**Hours:** 40hours a week  
**Location:** Virtual/Five Oak Building, 209 SW 4th Ave, Portland, OR 97204

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**Department/Division:** DCHS/ADVSD

**Supervisor:** Emily Berndt

**Will the Intern drive?** No

## **Program Summary:**

The EOC Call Center provides specialized information and assistance to community members with phone and email inquiries and concerns related to COVID-19; relieves call volume from 211, Communicable Disease, and other Health Department points of contact; supports Communicable Disease with Active Monitoring; and assists other county programs and local organizations with outgoing calls to community members affected by COVID-19. Call Center staff actively engage with community members to assess their needs, identify appropriate resources, provide answers, triage for other service providers to ensure access to services, and direct them to online and in-person resources. Staff provide comprehensive understanding of COVID-19 testing sites, eligibility, and how to obtain results. Position will also assist with Consumer Surveys and Data collection from consumers - specific to housing and transportation needs

## **Specific Duties or Major Tasks:**



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- **Skill Development and Professionalism** - Must stay current with changing resources, State and County guidance, policies and regulations concerning the COVID-19 pandemic and other emergency response efforts. Participate in meetings and training exercises related to emergency response efforts.
- **Information Technology**, Utilize email, specialized software, and remote phone systems to correspond with community contacts and partners. Use email, chat, GSuite tools (Google Drive, Docs, Sheets, Meet, etc) to maintain communication with Call Center team, collaborate and share information, access information resources, and provide community members with accurate, reliable information.
- **COVID-19 Call Center Client Service**, Provide specialized information and service referral for community members who contact the EOC Call Center via phone and email. Use excellent spoken and written communication skills to respond to questions, requests for resources/services, and concerns/complaints from community members in an objective, professional, and calm manner. Help community members navigate information sources, access services and resources, and understand County, State, and Federal guidance/mandates as pertains to the COVID-19 pandemic (or other emergency response efforts). Screen calls/emails on behalf of MC Community Testing sites (East County, Rockwood, Mid-County) and events, Health Department, MCHD Communicable Disease. Refer to other County and State contacts, EOC Liaisons, and external service providers as appropriate.
- **Record Keeping**, Log contacts and maintain records in compliance with HIPAA and county policies.

### Qualifications (knowledge, skills abilities needed for the job):

#### *Required*

- Good communication
- Typing skills



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- Knowledge of computer programs and applications
- Ability to learn new computer skills

### *Useful*

- Familiarity with professional office environment
- Interest in a career in health care or social work

### **Working Conditions of the Job:**

This position will spend time mostly in an onsite and virtual office setting.

### **Time/Schedule Requirements:**

A weekly Monday – Friday schedule with some flexibility, if needed

### **Qualifications:**

1. High School Diploma or equivalent
2. Ability to use personal computer (MS Word, Excel, Database), working knowledge of email
3. Strong organizational and communication skills and ability to multitask and work in a fast paced, time sensitive environment
4. Dependable and reliable
5. Must pass a criminal background check (This step happens after an offer is made)

### **Training and Support Provided:**

The intern is fully trained and can perform the essential functions of the job independently.



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## Internship Outcomes:

- Opportunity to develop customer service and data entry skills
- Develop an in-depth knowledge and understanding of resources and services in Multnomah County
- Working in a professional setting and team environment

## Veterans' Preference:

Under Oregon Law, qualifying veterans may apply for veterans' preference for this recruitment. Review our [veterans' preference website](#) for details about eligibility and how to apply.

For veterans qualified for Veterans' Preference: If you believe you have skills that would transfer well to this position and/or special qualifications that relate to this position, please list those skills and/or qualifications.

**Accommodation under the Americans with Disabilities Act:** We gladly provide reasonable accommodation to anyone whose specific disability prevents them from completing an application or participating in this recruitment process. Please contact the recruiter below in advance to request assistance. Individuals with hearing or speech impairments may contact the recruiter through the Telecommunications Relay Service by dialing 711.

## Application Instructions:

Please fill out and submit an application for this position through the form also located on this [website](#). The deadline for submitting an online application is April 4th, 2021.