

Position Description

Position Title: United Way 211 1st Responder/Veteran Care Coordinator

Supervisor: Director of 211

Classification: Full time Hourly non-exempt

Wage: \$ 19.42 hour DOE

Send resume to: Xavier Varela (Xavier@unitedwaylee.org)

Deadline for Applications: 5:00 PM February 6, 2026

ABOUT UNITED WAY OF LEE, HENDRY, and GLADES

United Way of Lee, Hendry, Glades and (UWLHG) is a volunteer driven organization dedicated to improving the quality of life for all people in our community. This is accomplished through fundraising, fund distribution (90+ partners), community building, volunteer advancement, and information and referral. UWLHG is a \$20 million nonprofit social services organization, with 75+employees in five locations with the main campus being located at 7273 Concourse Drive, Fort Myers, FL. The majority of funding is from private donations although UWLHG also receives local, state, and federal grants.

Job Summary

The 1st Responder/Veteran Care Coordinator will provide comprehensive system navigation and support through intake, screening, assessment, referral, and linkages to 211 resources and services. The 1st Responder/Veteran Care Coordinator will act as a support to an individual's improvement process and collaborate, coach, and challenge individuals to view their presenting crisis as an opportunity for growth and change.

Key Responsibilities/Essential Functions

The major responsibilities of this position include, but are not limited to:

- Models the attributes of respect, trust, sensitivity and confidentiality to callers, volunteers, and coworkers.
- Demonstrates competency in the field of peer recovery, including:
 - Actively implementing the values, philosophy, and standards of the Recovery Peer Specialist.
 - Modeling relationship building based on the tenets of peer support with callers, volunteers, and coworkers.
 - Attaining certification as a Recovery Peer Specialist within the required time frame of hire.
 - Provides care coordination services via telephone, email, IM/Chat, and in-person to 1st Responders/ Veterans, including:
 - Advocates on behalf of 1st Responders/Veterans and families to access federally funded and private organizations to meet basic and related service needs.
 - Conduct comprehensive needs and service assessments via telephone, email, or IM/Chat.
- Assists clients and agencies with problem solving to arrive at helpful solutions. Types of calls will include basic needs, mental health (possible suicide threats), homelessness and medical requests.
- Maintains confidentiality of client information.
- Accurately documents client assessments and referrals in program data system.

- Performs follow-up procedures to ensure quality of service delivery.
- Assists the 211 Contact Center as needed to ensure adequate coverage and high-quality service delivery during periods of increased demand, staffing needs, or emergency response.
- Engages in cross-departmental collaboration with United Way programs, including the United Way Volunteer Center and VITA (Volunteer Income Tax Assistance), to support programmatic coordination and enhance client access to services and resources.
- Supports the Program Manager in all aspects of programming, including but not limited to data collection and reporting, meeting preparation and support, and other identified and emergent tasks as assigned.
- Emergency Response- all employees will be required to work before, during, or after an Emergency as needed. During an Emergency, employees may temporarily be assigned to work and perform duties outside the normal scope of their position, location, and work schedule to fit the needs of the County and its citizens.
- Some travel is required.

Other Duties

- Please note this job description is not designed to cover or contain a comprehensive list of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice. Other duties as assigned.

Education/Requirements

- Experience working with the 1st Responder/Veteran population is highly desirable.
- Four-year degree in Human Service-related field is preferred or two-year degree with equivalent experience. Direct experience may be substituted for education as appropriate.
- Strong organizational skills, critical thinking, and problem-solving abilities.
- Effective communication skills, including written, verbal, and interpersonal communication.
- Ability to work independently, as well as in a team-oriented environment.
- Ability to handle multiple responsibilities in stressful situations.
- Ability to establish and maintain positive and diverse working relationships.
- Proficiency in database systems and Microsoft Office Suite: Word, Excel, PowerPoint, and Outlook.
- A knowledge of community resources and services in Southwest Florida is preferred.

Direct Reports - None**Physical Requirements & Working Conditions**

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to sit, talk, and/or hear. The employee is frequently required to use finger and hand motion and occasionally to stand, walk, and reach with hands and arms. The employee must frequently lift and/or move up to thirty pounds and occasionally lift and/or move up to forty pounds. There may be additional physical requirements associated with department meetings/events.



Specific vision abilities required by this job include close vision, distance vision, depth perception and ability to adjust focus. Requires talking, hearing, and visual acuity sufficient to perform these major functions. Occasionally, the work of this position is spent at offsite meetings, or event locations within Lee, Hendry, or Glades County.

Licenses- Valid Florida Driver's License.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions. This job operates in a professional office environment, including occasional off-site venues, and outside event areas in various weather conditions. This role routinely uses standard office equipment such as computers, phones, and photocopiers.

This is a full-time position. Days and hours of work are Monday through Friday, 8:00a.m. - 5:00p.m. Some evening and weekend hours may be required as job duties demand.

United Way is an equal employment opportunity employer and does not discriminate against any person because of race, color, creed, religion, sex, national origin, disability age, genetic information or any other characteristic protected by law. This nondiscrimination policy extends to all terms, conditions, participation in all company-sponsored activities, and all employment actions. United Way will make reasonable accommodations for qualified individuals with known disabilities unless doing so would result in undue hardship.

Terms of employment are subject to satisfactory negative drug testing as part of our drug-free workplace program. Level II background screening will be conducted because of the nature of the position. Applicants may be asked to take an online skill assessment.

Additional Information:

- Opportunity to work with smart, passionate, and enthusiastic team members and volunteers.
- Working with diverse staff and other constituents
- Culture of high-performance expectations and accountability
- Exciting and challenging work
- Opportunity to help solve the community's toughest problems
- Competitive pay that is commensurate with demonstrated successful performance and experience.
- Paid Health and Dental Insurance for employees, 401K, and Monthly Accrued Vacation and Sick Leave