

## JOB DESCRIPTION

**Position Description:** United Way 211 Resource Specialist

**Reports to:** United Way 211 Director

**Salary Range:** \$40,000 - \$43,000 DOE

**Position Status:** Full time, Non-Exempt

**Send Cover Letter and Resumé to:** Keila Santiago, Director 211 [Keila@UnitedWayLee.org](mailto:Keila@UnitedWayLee.org)

**Application Deadline:** February 6, at 5:00 PM

### 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 \$16 million nonprofit social services organization, with 75+employees in four 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 Community Resource Specialist is the direct liaison with people seeking information and help from health and human service programs. It is the responsibility of the Resource Specialist to work with those in crisis and in need of services to ensure that they receive prompt and accurate information regarding human services. This communication will require problem solving and follow-up services. This position will be cross-trained to facilitate 988 (formerly known as the Suicide Hotline) and Mission United (veteran-focused) calls and *will also be required to complete associated certifications within three months of being eligible (Inform USA certified as well as additional 988-related trainings).*

### Key Responsibilities/Essential Functions

- Provides high quality Information and Referral Services to both individuals and agencies.
- 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.
- Assist/screens clients applying for various programs including Affordable Healthcare, Help Me Grow, Mission United, VITA (Volunteer Income Tax Assistance), Medicaid, and Food Stamps.
- Conducts comprehensive needs and service assessments via telephone, email or Text/Chat
- Maintains the highest level of confidentiality of client information.
- Accurately documents client assessments and referrals in program data system.
- Assists with the data management and quality assurance process of United Way 2-1-1 by:
  - Surveying agencies in the 2-1-1 database at regular intervals, but at least annually.
  - Updating existing agency and program profiles after reported changes have been verified in a timely manner upon receipt of submissions.

- Conducting interviews, as needed, with appropriate agency contacts, asking clarifying questions in a concise manner, and remaining courteous and professional throughout the process.
- Maintains an audit trail for each organization that shows number of attempts to update, who completed the updates and when updates were successfully completed.
- Actively participates in ongoing supervision, training and team meetings as needed.
- May represent United Way 211 by participating in community meetings either in person or by electronic means.
- Contributes to the overall success of United Way by performing other essential duties and responsibilities 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.

### **Other Duties**

Please note this job description is not designed to cover or contain a comprehensive listing 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**

- Four-year degree preferred or two-year degree with equivalent experience. At least 4 years of direct experience may be substituted for education as appropriate.
- Strong organizational skills, critical thinking, and problem-solving abilities.
- Effective communication skills, including when communicating with individuals experiencing crisis. This includes 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 accommodations 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 with a driving record that meets our insurance guidelines.

**Work Environment:** The work environment characteristics described here are representative of those an employee encounters while performing essential functions of this job. Reasonable accommodations 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, 8:00 a.m. - 5:00 p.m. Some evening and weekend hours may be required as job duties demand. The position's primary location is the United Way Impact Center in Fort Myers.

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 skills 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 employee, 401K, and Monthly Accrued Vacation and Sick Leave