

**Position Description**

**Position Title:** United Way 211 Clinic Resource Navigator

**Supervisor:** United Way Director 211

**Classification:** Full time Hourly non-exempt

**Wage:** \$19.23 starting hourly rate

**Send Cover Letter and Resume to Keila Santiago** [keila@unitedwaylee.org](mailto:keila@unitedwaylee.org)

**Deadline for Applications:** August 29, 2025

**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 eight 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 Clinic Resource Navigator is the direct liaison between the patients of the Lee Health Community Clinic and United Way 211 Information and Referral service which assists people seeking information and help from health and human service programs. It is the responsibility of the Clinic Resource Navigator to work with those in need of services to ensure that they receive prompt and accurate information regarding human services. This communication will often require problem solving and follow-up services.

**Key Responsibilities/Essential Functions**

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

- Assimilate into clinic process to provide information and resources to patients visiting the clinic setting to help with human services needs.
- Educate clinic staff on resources available to clinic staff on resources available to clinic patients through 211 Navigator.
- Educate patients on available community resources and how to access those resources.
- Assist clinic patients in accessing resources as needed (through warm transfers, assistance with making phone calls, reaching out to resources/agencies directly on clinic patients' behalf.
- Assist/screen clients applying for various programs including Affordable Healthcare, Help Me Grow, Mission United, VITA (Volunteer Income Tax Assistance), Medicaid, and Food Stamps.
- Conduct comprehensive needs and service assessments via in-person, telephone, email, or IM/Chat.

- Coordinate with the Primary Care Providers, Case Managers, Financial Counselors, and other clinic staff to assist in complex health and social service needs.
- 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.
- Some travel required.

#### **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 in Human Service-related field 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 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.

**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, 8:00a.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, 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 Sick Leave and Vacation.