



United Way of Lee, Hendry, Glades

Position Title: United Way 211 Training/QA Manager

Supervisor: United Way 211 Director

Classification: Full time -Exempt

Salary Range: \$42,000 - \$55,000 DOE

Location: Fort Myers

Application Deadline: December 31, 2022 5:00 PM

Submit Cover Letter and Resume: Gail@UnitedWayLee.org

ABOUT UNITED WAY OF LEE, HENDRY and GLADES

United Way of Lee, Hendry, and Glades (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 an \$16 million nonprofit social services organization, with 70 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 incumbent will provide and coordinate all training activities for the 211 department; oversee the training curriculum for all new hires; schedule and facilitate regular in-service training, provide coaching and debriefing meetings with staff as needed; train supervisors and other personnel, as necessary and, provide quality assurance checks through multiple means to ensure quality of service.

Minimum Requirements and Qualifications

Education & Experience

- Four-year degree in a business, human services or other related field and 2-5 years' experience in management and operations, or equivalent combination of education and experience.
- Working knowledge and skill in the areas of people management and conflict management.
- Strong motivational skills with ability to lead and direct the work of others.
- Strong communication skills, including written, verbal, and interpersonal communication.
- Strong computer skills, including proficiency in database systems and Microsoft Office Suite (Word, Excel, PowerPoint, and Outlook).
- Ability to work independently, as well as in a team-oriented environment.
- Ability to establish and maintain positive and diverse working relationships is necessary.
- A knowledge of community resources and services in Southwest Florida is preferred.

Key Competencies

- “Can Do” attitude that helps create a positive relationship with volunteers, agencies, and other partners.
- Commitment to United Way values and United Way beliefs about partnership and collaboration.
- Productivity driven with a focus on measurable results.
- Enthusiastic, hardworking, and excellent people skills.

Major Responsibilities

- Oversee quality assurance audits to ensure compliance with industry standards and agency requirements
- Work with Director of 211, and designated staff on accreditation, trainings, and other special projects and collaborates with agency leadership when the agency is completing accreditation.
- Develop and implement quality assurance and behavioral quality assurance processes as required and in compliance with contractual agreements and industry best practice.
- Ensure 211 is in compliance with Quality Assurance standards set by accrediting bodies, i.e., AIRS, FLAIRS, etc.
- Attend trainings and workshops as required for professional development.
- Participate and/or facilitate disciplinary action meetings as needed.
- Maintain confidentiality regarding staff information in a professional manner.
- Track and report on quality metrics and compliance standards
- Report regularly to the Director of 211 on progress and any issues of concern and make recommendations towards improving current efforts or establishing new initiatives.
- Develop and maintain partnerships/networks with community groups, organizations, and agencies to foster cooperation around programs and services.
- Assist in facilitation of Human Services Information Network meetings, department huddles, and other informational/training meetings.

Daily Operations:

- Continuously monitor Telex in day-to-day operations, including after hours for staff efficiency and productivity, including length of call, wrap up mode, etc.
- Regularly live monitor calls for quality purposes and monitor challenging calls (i.e., suicide, etc.).
- In day-to-day operations, field questions and provide immediate feedback and training.

Employee Supervision:

- Monitor timecards in the record keeping system for all call centers staff, including accuracy, attendance, punctuality, and time off requests.
- Develop, recommend, and monitor corrective and preventive actions with staff and management.
- Manage Professional Growth opportunities for staff, including AIRS, conferences, trainings, etc.
- Manage coverage for Health Fairs and Presentations.

Additional Functions as part of the management team assists with:

- Activation for Emergency Operations Center.
- Port Authority, Lee County BoCC, and Lee Health cases.
- Coordinate with Volunteer Center during tax season regarding VITA referrals and logistics.
- Coordinate Cape Coral HSIN, including securing presenters, purchasing food, room set up, etc.
- Prepare documentation, reports, charts, and graphs in relation to work assignments.

- Maintain confidentiality of sensitive agency and client information.
- Comply with all agency standards, policies, and procedures and make a positive contribution to the workplace.
- Perform other duties as assigned.

Direct Reports: 211 Community Resource Specialist

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.

While performing the duties of this job, the employee is regularly required to sit for long periods of time, 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 30 pounds and occasionally lift and/or move up to 40 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. to 5:00 p.m. Some evening and weekend and on call 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 skills assessment.

Additional Information:

- UWLHG is an exceptional workplace that can provide you with:
- 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 PTO.