



**United Way of Lee,
Hendry, and Glades**

Position Description

Position Title: United Way 211 Resource Linkage Coordinator

Supervisor: United Way 211 Director

Classification: Full Time hourly non-exempt

Salary Range: \$42-44K Commensurate with Experience

Application Deadline: 5:00pm June 15, 2023

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 a \$16 million nonprofit social services organization, with 75 employees in six 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

This is a grant funded position through the Department of Children and Families to assist in providing mental health information and resource linkage for survivors/persons affected by Hurricane Ian. The 211 Resource Linkage Coordinator will be responsible for identifying new resources and will work closely with the 211 team to identify gaps and needs in available resources within the community. This position will work independently to coordinate targeted, external outreach in an effort to maintain and expand the 211 databases.

Key Responsibilities/Essential Functions

- Facilitates entry on behalf of Crisis Counseling Project (CCP) into local communities and works with community organizations.
- Provides outreach to crisis counselors and other service providers regarding referral resources and mechanisms.
- Responsible for running, developing, compiling, and preparing data sets/reports for 211 department.

- Analyzes and interprets statistical data for local, state, and federal grants and programs.
- Assists in maintaining and updating a current, comprehensive resource database in accordance with policy and procedures.
- 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.

Other Duties

This job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities required of the employee. Duties, responsibilities, and activities may change with or without notice.

Direct Reports – None

Qualifications

- Four-year degree in Human Service-related field preferred or two-year degree with equivalent experience, to be approved by the 211 Vice President.
- Specialized training or experience in mental health/community health.
- Strong organizational skills, critical thinking and problem-solving abilities.
- Ability to deescalate crisis situations and handle emergency situations.
- Proficiency in database systems and Microsoft Office Suite: Word, Excel, PowerPoint, and Outlook.

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 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:

- 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