



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

## **Position Description**

**Position Title:** United Way 211 Disaster Support Specialist

**Supervisor:** United Way 211 Director

**Classification:** Full Time Exempt

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

**Application Deadline:** 5:00pm June 15, 2023

**Submit Cover Letter and Resume:** [Gail@Unitedwaylee.org](mailto: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. This will primarily be through assisting callers to 211 but may also include: public education, networking with community resources, and attending outreach events.

## **Key Responsibilities/Essential Functions**

- Works with individuals, families, and groups to provide outreach, emotional support, linkage to individual and group crisis counseling, public education, and referrals when needed.
- Provides information and resources and presentations to community groups on disaster reactions, coping skills, stress management, and the Crisis Counseling Project.

- Represents the program in the community and networks with other agencies and partners to ensure the needs of survivors are met.
- Conduct comprehensive needs and service assessments via telephone, email or IM/Chat.
- Provide high quality Information and Referral Services to both individuals and agencies.
- 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.

### **Direct Reports – None**

### **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.

### **Qualifications**

- Four-year degree in Human Service-related field preferred or two-year degree with equivalent experience. Relevant experience may be substituted with approval of the 211 Vice President.
- Specialized training or experience in mental health/community health.
- Strong organizational skills, critical thinking and problem-solving abilities.
- 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 may 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