

Position Description

Position Title: United Way 211 Data Curator

Supervisor: United Way 211 Data and Technology Manager

Classification: Full time Hourly Non- Exempt

Wage: \$19.23 hour BOE

Send resume to Gail Holton gail@unitedwaylee.org

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 functions of the 211 Resource Database Curator are to develop and administer the process for strengthening and maintaining records for the I Carol database by working closely with community partners to add and maintain programs via targeted outreach and vetting of existing records. This position also includes completing quality assurance activities to ensure data records are accurate and meet established standards. This position will assist in grant management activities which may include review of grant deliverables, assistance in processing of deliverables, completing of quality assurance to ensure grant deliverables meet contract requirements. Data Base Curator is responsible for assisting in assuring grant specific resources are developed and inputted into the database.

Key Responsibilities/Essential Functions

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

Contracts/Grant Management:

- Work with internal and external stakeholders to carefully obtain the requirements needed for each contract. (time sheets, training documents etc.)
- Assist in ensuring that contracts are properly entered into organizational databases and securely maintained.
- Maintain deadlines on deliverables. Assist in gathering, bundling, and sending monthly documents.

QA

- Assist with quality assurance audits to ensure compliance with industry standards and

agency requirements.

- Track and report on quality metrics and compliance standards
- Reports regularly to the Data and Technology Manager on progress and any issues of concern and makes recommendations towards improving current efforts or establishing new initiatives.
- Represent United Way 211 at networks with community groups, organizations, and agencies to foster cooperation around programs and services and to continuously review and update resource database.

Data and Resources

- Assist in maintaining and updating a current, comprehensive resource database in accordance with policy and procedures.
- Review call center records for quality control purposes and liaison with Contact Center Manager regarding errors and discrepancies.
- Accurately summarize an agency's program and index the services using the AIRS/Info Line Taxonomy of Human Services.
- 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.
- 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