

POSITION DESCRIPTION

POSITION: Work United Resource Coordinator
DEPARTMENT: Work United

FLSA: Salary Non-Exempt
STATUS: Full-time

INTRODUCTION:

Granite United Way's Vision is to be the preferred way people work together to build a community that values its collective responsibility to care for each other. All employees at Granite United Way are integral to our ability to achieve our mission. Performance of job duties outlined below, in a manner that enables us to follow through on our promises to the communities we serve is more than an expectation it is a standard here at Granite United Way.

Work United is a Granite United Way effort which places a trained Resource Coordinator inside companies for at least three hours a week, to help employees navigate their non-work related issues. There is also a Loan/Savings Benefit, through which employees in good standing can borrow up to \$1,000 for emergency purposes. Work United increases retention, decreases absenteeism, and promotes advancement among employees.

RESPONSIBILITIES: To be the on-site contact to assist workers in resolving non-work related issues that directly or indirectly impact the employee's work life. They will take an active role in resolving problems that interfere with an employee's ability to maintain good attendance and/or be fully productive at work.

A successful Resource Coordinator is a relationship builder. Building trusting relationships with client companies and their workforce includes being present on a regular schedule, responding to emails and phone calls in a timely manner, and being positive and respectful to individuals of all backgrounds. Resource Coordinators are supportive of their clients and one another, working closely to share ideas, concerns, challenges and solutions with one another.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Travel weekly to up to eight different companies in the region, on a consistent schedule, to provide employees with one-on-one guidance and assistance. Reliable transportation is required. This may include connecting workers with key service providers and following up to ensure that problems are resolved; providing forms/applications for services, and assisting employees with paperwork; making inquiries on behalf of a worker when appropriate. When on site at participating companies, employees will comply with the Work United dress code policy for program branding and safety purposes.

2. Implement ways to promote resources and information widely inside each company.



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For example: on staff bulletin boards, or in company newsletters, etc.

3. Actively keep current with community and regional resources through on-site visits to agencies, reading their newsletters, and building relationships with guidance from Work United Director and GUW staff.
4. Obtain, manage and report confidential data in compliance with HIPAA regulations and AIRS guidelines. Responsible for keeping accurate client records.
5. Be prepared to assist other Resource Coordinators with their companies on an as needed basis (as in the case of another's RC illness or vacation time).
6. Organize resources using the exercise of discretion and independent judgment with respect to the significant needs of the client.

OTHER DUTIES:

9. Other duties as assigned including administrative support as required.

EDUCATION, EXPERIENCE, AND SKILLS REQUIRED:

1. Bachelors degree in related field in social work, psychology, or political science and 3 to 5 years experience in resource coordination, consumer advocacy, community coordination, or public health coordinator. Equivalent combination of education/experience will also be considered.
2. Recent attendance at one or more Bridges Out of Poverty Workshops. Be well-versed in, in agreement with, and able to convey, the principles of Bridges Out of Poverty.
3. Strong computer skills: Word, Excel, data base, ability to source information through various web search engines.
4. Working knowledge of public assistance programs, as well as public/private resources such as child and elder care, transportation, financial counseling, etc.
5. Strong written and verbal communications skills.
6. Self-directed and flexible work style with strong organizational skills.
7. Ability to follow through on complex issues for multiple clients.
8. Capacity to be innovative and creative in seeking solutions; a problem solver; an inclination for outreach.
9. Excellent interpersonal skills: ability to listen; to gain rapport and trust with employers, employees, and community partners.



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10. Positive attitude and passionate desire to help others find their own solutions.
11. Demonstrate a non-judgmental attitude.
12. Must have a valid driver's license and access to reliable personal transportation.

ENVIRONMENT:

The venue of this position is a general office environment that is clean, well lighted, environmentally comfortable, free of fumes or airborne particles, and only minimally exposes employees to office solvents limited to those relative to copier equipment. This position requires the ability to:

1. Minimal requirement to reach at or above shoulder level; occasional reaching below shoulder level required.
2. Hand manipulation - equipment and controls, frequent; grasping and handling.
3. Ability to travel throughout the territory required frequently.
4. Ability to work a flexible schedule, which may include night and weekends.
5. Ability to tolerate prolonged sitting and/or standing and to lift up to approximately 30 pounds to waist high level whenever necessary.
6. Mobility includes regular sitting, some standing and walking.

9.17.2021