



## POSITION DESCRIPTION

**POSITION:** Working Bridges Resource Coordinator  
**DEPARTMENT:** Community Impact

**FLSA:** 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 an 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.

Working Bridges 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. Working Bridges 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. He or she 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.

### 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
2. Implement ways to promote resources and information widely inside each company. For example: on staff bulleting 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
4. Establish and maintain relationships with both VT and NH 2-1-1 for mutual sharing of information

## Granite United Way

Meriden County  
45 South Main Street  
Concord, NH 03301  
603.224.2595

Southern Region  
22 Concord Street  
Manchester, NH 06101  
603.525.8219

North County  
P.O. Box 311  
Dixfield, NH 05611  
603.444.1555

Northern Region  
681 Main Street  
Berlin, NH 05670  
603.752.0000

Upper Valley  
2 Technology Drive  
W Lebanon, NH 05781  
603.298.8499

Central Region  
383 South Main St  
Lebanon, NH 05246  
603.737.1181

White Village  
252 Highland Street  
Amoud, NH 03261  
603.531.1720

Green County United  
6785 White Mt. Highway  
Janney, NH 03885  
603.330.8139



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5. Obtain, manage and report confidential data in compliance with HIPAA regulations and AIRS guidelines

6. Be prepared to assist other Resource Coordinators with their companies on an as needed basis (as in the case of another's RC illness)

7. Establish key performance metrics and generate reports using key indicators

8. 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 consumer advocacy, community coordination, or public health coordinator or equivalent in combination with education/experience.

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 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

10. Positive attitude and passionate desire to help others find their own solutions

11. Non-judgmental attitude; agreement with the Bridges Out of Poverty principles

**Granite United Way**

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603.752.3343

Upper Valley  
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603.296.8499

Central Region  
383 South Main St  
Lebanon, NH 05246  
603.737.1121

White Village  
252 Highland Street  
Windsor, NH 03261  
603.531.1729

Granite County United  
6785 White Mt. Highway  
Janetown, NH 03885  
603.320.8139

**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, occasional
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.

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