



United Way
of South Hampton Roads

We bring people and resources together to solve problems too big for any of us to solve alone.

**UNITED WAY OF SOUTH HAMPTON ROADS
Virginia Beach Care Coordinator**

Title:	Virginia Beach Care Coordinator – Temporary, Full-Time, Hourly (\$20/hour)
Department:	Community Impact
Report To:	Director, Mission United
Date Created:	April 2021

Why Work for United Way

Do you want to leave work every day knowing that you made an impact? At United Way of South Hampton Roads, you'll work in a fun and supportive environment where every day is a new opportunity to make a difference. You'll learn from some of the best in the business and be constantly challenged in an ever-changing industry. If you want to be great while doing good, join the United Way team.

Objectives & Expectations

This position provides administrative support and direct service related to Community Response initiatives within the Community Impact (CI) team. CI works directly with community-based organizations, government and private-sector partners, and community leaders to identify and address problems too big for any of us to solve on our own. Community Response initiatives include projects that respond to emergent community needs and fill resource gaps as evidenced by community data. Current projects include United Way of South Hampton Road's COVID-19 Hotline and the Virginia Beach Pandemic Relief Partnership, in which UWSHR staff coordinate systems and connect individuals to resources and financial assistance. This staff position is a full-time temporary position (3 months), hired to support for project implementation within Virginia Beach.

Core Job Responsibilities

- Conduct initial telephone screenings and provide relevant information to callers seeking community response assistance
- Maintain necessary documentation and relevant data in accordance with standards and deadlines
- Collaborate and communicate with key partners to ensure timely response and referral uptake
- Provide direction and guidance to identify and remove barriers and community resource gaps, advocating on behalf of caller request and emergent needs
- Assist with continuous improvement, data-driven decision making, and information-sharing as part of Community Response efforts and the CI Team
- Demonstrate sensitivity and empathy regarding community needs, caller requests and crisis assistance
- Other duties as assigned

Key Skills Requirements

- Knowledge of social determinants, community resources, and local agencies
- Excellent organizational skills and the ability to juggle multiple project deadlines
- Ability to establish and maintain working relationships to communicate shared goals and establish trust with external partners and community stakeholders
- Ability to work independently, use discretion, and work with minimal supervision
- Ability to accurately track and report on data
- Excellent oral and written communication skills
- Demonstrated ability to work effectively and collaboratively with colleagues
- Knowledge of office technology including phone systems, computers and standard office software

Interested? Please send your cover letter and resume to humanresources@unitedwayshr.org. We will continue accepting applications until the position is filled.