



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  
Lead Mobility Mentor**

<b>Title:</b>	Lead Mobility Mentor
<b>Department:</b>	Community Impact
<b>Report To:</b>	Director, Economic Mobility
<b>Date Created:</b>	January 2022

**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 (UWSHR), you'll work in a fun and supportive environment where every day is a new opportunity to make a difference. If you talk to our employees, the single trait we all have in common is passion. We work hard because we love what we do, and we know how much our community needs us. You'll learn from some of the best in the business and be constantly challenged in an ever-changing industry. Plus, we offer excellent benefits and opportunities for advancement. If you want to be great while doing good, join the United Way team.

If you are motivated, hard-working, and passionate, United Way may be the perfect place for you. Successful candidates will have a strong ability to communicate effectively, build relationships and educate stakeholders on the ALICE (Asset Limited, Income Constrained, Employed) population.

**Objectives & Expectations:**

United Way improves lives by mobilizing the caring power of communities to advance the common good to help all residents thrive and live the best version of themselves. We all benefit when a child succeeds in school, when someone finds a job that sustains a family, or when more people get quality, affordable healthcare. As our community recovers from one of the deadliest pandemics in our country's history, the United Way will play a pivotal role in helping residents from under resourced communities and the ALICE population (Asset Limited, Income Constrained, Employed) move towards self-sufficiency.

The Lead Mobility Mentor directly manages United Way of South Hampton Road's Mobility Mentoring program. They will demonstrate an understanding of the issues, community needs, and existing systems of care related to the ALICE population. Mobility Mentoring is defined as the professional practice of partnering with participants so that over time they may acquire the resources, skills, and sustained behavior changes necessary to attain and preserve their economic independence. Mobility Mentoring embraces these principles by partnering trained professional staff with participants to support them in acquiring the resources, skills, and sustained behavior changes necessary to attain and preserve progress toward greater economic self-sufficiency. Mobility Mentors coach participants in setting priorities, developing action plans, honoring commitments, connecting to resources, and achieving goals. Candidate must be customer focused, data-driven, organized, and results oriented. This position is based in Virginia Beach, and the Mentor must be able to work a flexible schedule that includes evenings and/or weekends to meet individual participant needs. Must have own vehicle, acceptable driving record and ability to travel independently to locations across South Hampton Roads.

**Core Job Responsibilities:**

- Plan, assign, and direct Mobility Mentoring work, including appraising performance, addressing complaints, and resolving problems
- Coordinate initial training and ongoing professional development opportunities for all Mobility Mentors



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- Provide direct coaching/mentoring by carrying a partial caseload
- Thorough documentation of caseload assignments and ongoing monitoring and evaluation of staff and program performance
- Assist and support participants in breaking down goals into manageable steps and overcoming barriers through problem-solving
- Serve as a resource for the participant and family on issues including housing, budgeting, career and education, childcare, health care, and more
- Ability to document all coaching activities in an objective, detailed, and timely manner
- With program team, help develop relationships with resources to make effective referrals for participants
- With program team, plan, organize and facilitate workshops and community groups around educational topics and peer support
- Tracks demographic information for participants and data regarding participant assessment, goal setting, goal achievement, and referrals
- Ensures that all Mobility Mentors maintain fidelity to the established model and that program operations align with contractual agreements and United Way of South Hampton Road's mission, vision, and values

#### **Key Skills Requirements:**

- Bachelor's degree required
- A minimum of four years of experience in human services programs requiring direct client interactions required
- Previous supervisory experience preferred
- Knowledge of best practices in the field and of systems addressing the needs of the ALICE population
- Ability to maintain respect for the confidentiality of information divulged by or on behalf of participants
- Possess the ability to relate to people of diverse educational, cultural, and economic backgrounds
- A consummate team player with an innovative, enthusiastic, and flexible approach
- Ability to build credible relationships with community members and partners
- Proven ability to collaborate and work in a team environment as well as work independently and make sound decisions
- Able to multi-task, meet deadlines, keep schedules, manage partner agency relationships, and perform in a high-paced environment
- Commitment to assisting ALICE population to achieve self-sufficiency
- Excellent written and oral communication skills
- Proficiency with MS Outlook, Word, and Excel
- Strong detail orientation and self-organized

#### **Work Demands & Environment:**

- Ability to stoop, lift, finger – for example pick, pinch, or type and grasp
- Ability to clearly and concisely express and exchange detailed information and ideas to others accurately via spoken word
- Exerting up to 20 of force occasionally and/or a negligible amount of force frequently to lift, carry, push, pull or otherwise move objects



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- Ability to inspect and analyze figures, accounting items, written materials, newsprint, computer terminal characters, transcription, and other similar objects at distances generally close to the eyes.
- The worker is subject to a variety of inside environmental conditions that may occur in an office, a private home, or elsewhere in the community including temperature variations, unpleasant odors, and potential allergens
- Although inside work is the rule, it is required that the individual be able to travel and may be exposed to a variety of weather conditions

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

*United Way of South Hampton Roads is an Equal Opportunity Employer. In order to provide equal employment and advancement opportunities to all individuals, employment decisions at UWSHR will be based on merit, qualifications, and abilities. UWSHR does not discriminate in employment opportunities or practices on the basis of race, color, religion, sex, national origin, age, disability, sexual orientation, gender identity, veteran status or genetics. Please Note: Requirements, skills, and abilities described above are representative of those that must be met by an employee to successfully perform the essential functions of this position with or without reasonable accommodation. In no instance, however, should the duties, responsibilities, and requirements be interpreted as all-inclusive.*