VISTA Opportunity

VISTA – 211 Helpline Coordinator

Headline:
Come support United Way of the Midlands’ 211 Helpline to strengthen outreach and awareness of 211 services and improve the operational capacity of 211 to adopt and utilize new technologies such as texting and app development and management. Together, these efforts will increase the number of people in Nebraska who are able to find the help they need, ultimately creating stable families and advancing social and economic mobility for people living in or at-risk of poverty.

Description: Founded in 1923, United Way of the Midlands (UWM) is a fundraising and community impact organization that helps individuals and families break the cycle of poverty and attain their full potential. We achieve our mission through advocacy, leadership and support for nonprofit organizations that help our vulnerable neighbors meet their basic needs and address the root causes of poverty through investments in education and financial stability. We work with more than 110 local nonprofit partners to serve 140,000 people annually.

UWM is located in the Omaha-Council Bluffs community, a growing metro area of more than 900,000 people that offers the best amenities of city living while maintaining small-town charm. We have a thriving arts, food, sports and music scene and an incredible culture of Midwestern generosity and friendliness. Unfortunately, 104,000 people in our community live in poverty and concentrated poverty has been increasing over time – more than doubling in the last six years from 4.9% to 10.4%.

Member Duties: The VISTA 211 Helpline Coordinator will have both outward- and inward-facing projects:
- Develop unique 211 Outreach and Awareness strategies in 12-15 regional communities with support from the 211 management and leadership, as well as United Way leaders and Community Response Collaboratives around the state of Nebraska.
- Participate in Outreach events to promote 211 in such places as health and school fairs, first responder locations, community-sponsored events, etc.
- Support other work in the Call Center, to include research, creating reports, and documenting processes and procedures.

Education Level: Some college

Program Start/End Date: 05/2020 – 05/2021

Program Benefits: Choice of Education Award or End of Service Stipend, Living Allowance, Relocation Allowance, Childcare assistance if eligible, Health Coverage*, Education award upon successful completion of service, training, jeans days, on site gym and cafeteria, free parking, and wellness plan.

Terms: Permits working at another job during off hours, car required, permits attendance at school during off hours

Application: To learn more about the VISTA program and serve with the UWM, please visit https://www.nationalservice.gov/programs/americorps/join-americorps

Service Areas: Community Outreach, Community and Economic Development.
