



Organization: United Way of the Midlands
Job Title: ERAP Program Community Resource Specialist
Department: NE 211 Helpline
FLSA Status: Full Time, Non-Exempt, Temporary
Dates Needed: April 2022 through September 2022

UWM's Mission: To UNITE our community's CARING SPIRIT to build a STRONGER tomorrow.

UWM Guiding Principles:

- Build **TRUST** in everything we do
- Extend **GRACE** by thinking beyond yourself
- Show **GRIT** by bringing it every day
- Be **OPEN** to embrace others' differences
- Actively **ENGAGE** by listening and sharing
- Live **CURIOUSLY** to learn constantly

As an organization that has been around for 98 years, United Way of the Midlands (UWM) has maintained a long-standing commitment to addressing social injustice by serving the underserved and collaborating with other organizations that are striving to create a more equitable community. We are diligently working to learn more about the experiences of different communities and to strive for inclusivity and equity so individuals and families can lead the best lives possible.

The ERAP Program Community Resource Specialist responds to calls, emails and texts from individuals in need of rental assistance through the second round of (ERAP) Emergency Rental Assistance Program.

Duties and Responsibilities:

- Answer phone calls, email, chat and text, demonstrating strong customer focus with all users of the service; ability to work with diverse populations within the context of developing the cultural competency needed, to provide appropriate resources to inquirers.
- Identify and reflect the feelings of callers in crisis.
- Assess the clients' needs or situation using pertinent questions and the principles of active listening.
- Advocate for clients when appropriate.
- Request statistical and demographic information related to our clients to assist in the determination and tracking of unmet needs in the community.
- Record clients' information into the call center database, and provide referrals to the appropriate resources as needed.
- Access the 2-1-1 database for resources and appropriately refer clients.
- Maintain an acceptable level of call handling and customer service performance as described by the 2-1-1 training standards.

- Complete all training for new programs and services related to 2-1-1 and providing feedback as needed.

Required Skills and Abilities:

- High level of professionalism, confidentiality and capacity to work independently.
- Maintain a nonjudgmental attitude when speaking with clients, displaying sensitivity to all cultural backgrounds.
- High level of written and verbal communication skills with attention to detail and organization.
- Demonstrate proficiency in using call center software, computer hardware and telephone equipment.
- Ability to work alternative schedules and demonstrate flexibility in times of disaster.
- Engage in and maintain knowledge of UWM programs and strategies.
- Proactive in engaging in or seeking out self-learning opportunities.
- Ability to work effectively as a team member and assist other staff members willingly.
- English proficiency sufficient and bilingual preferred for communication with supervisors, co-workers, clients and customers.
- Knowledge of MS Office Outlook, Excel, Access and Word Processing software.

Supervisory Responsibilities:

This job has no supervisory responsibilities.

Education and/or Experience:

- High School Diploma or equivalent required
- Experience in Social Services or Human Services preferred

Physical Requirements:

- Prolonged periods of sitting at a desk and working on a computer.
- Regularly reach with hands and arms and talk or hear.
- Occasionally required to walk; climb or balance and stoop, kneel, crouch, or crawl.
- Must occasionally lift and/or move up to 10 pounds.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- The noise level in the work environment is usually moderate.

Benefits:

- Paid holidays

How to Apply:

Please submit your cover letter and resume to resume@UWMidlands.org

United Way of the Midlands is an equal opportunity employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability status, protected veteran status or any other characteristic protected by law.