



Workplace Services Resource Coordinator

The United Way of Buffalo & Erie County is seeking a collaborative and performance focused individual for our Resource Coordinator position. The Resource Coordinator helps employees resolve non-work related issues that prevent them from getting to work or being productive at work, through connecting them with community resources. The Resource Coordinator uses their extensive knowledge of these community

resources to create awareness and to assist the employee in connecting to these services. The Resource Coordinator works collaboratively with other United Way of Buffalo & Erie County (UWBEC) staff, external funders, and employer customers, and reports to the Workplace Services Project Director.

Responsibilities:

- Provide on-site support for employees of employer customers, usually businesses
- Maintain office hours at employer customers location
- Be available for non-office hour support
- Co-ordinate on-site programs, services and appointments
- Schedule on-site visits during time slots approved by employer
- Educate employers on triggers for Resource Coordinator referrals
- Build strong relationships with employers, employees, and community partners
- Assess employee needs and assist in identifying resource needs
- Work one-on-one with individuals of diverse backgrounds
- Identify and match services and public assistance programs based on needs assessments
- Establish ties and maintain relationships with service providers in the community
- Recommend and present options for services to employees
- Follow through on complex issues for individual employees
- Introduce employees to services in the community
- Provide information on community services to employer customers to post and communicate
- Establish working knowledge of 211 Western New York and other listings of community services
- Assists with paperwork and other eligibility requirements for services
- Participate in employer customer staff meetings as invited
- Coordinate referrals to direct community services and confirms follow-up
- Direct any matters related to the job, working conditions and company policies to the employer
- Communicate both the benefits and limitations of services to employees and employers □ Work in coordination with UWBEC workforce development strategy
- Attend organizational, departmental and committee meetings and trainings as directed.
- Visibly demonstrate UWBEC values of service, integrity, collaboration, accountability and innovation.
- Engage in job-related travel to designated meetings, conferences, and events.
- Maintain established departmental policies, procedures and objectives
- Perform general office duties such as typing, filing, data entry, opening mail, etc.
- Perform other duties as requested

Education, Skills, Knowledge, Experience:

- Master's degree; or, Bachelor's degree with two years related experience; or, five years related experience. Experience should demonstrate inclusion, compassion, broad-mindedness, flexibility, determination and responsiveness, and self-direction.
- Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures, governmental regulations, and policies.
- Excellent written, verbal, time management and interpersonal skills, with a high level of organizational skills.
- High level of discretion regarding private information.
- Easy to approach with a high level of empathy and a nonjudgmental outlook.
- Ability to communicate to diverse audiences, specifically racially, ethnically, and socioeconomically diverse communities.
- Ability to solve practical problems and design and manage multiple projects.
- Solid computer skills, including experience with Microsoft Word and Excel.
- Must stay current with job and industry-related technology.
- Be available to work different shifts and weekends as needed.
- Must possess a valid driver's license and a reliable automobile.

Contact Information: For consideration please email a cover letter and resume to jobs@uwbec.org attention Beth Sullivan, Human Resource Manager.

United Way of Buffalo & Erie County has a commitment to equal opportunity employment by affirming the value of diversity and by promoting an environment free from discrimination. UWBEC encourages people of diverse backgrounds and experiences to apply for this position.

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