



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
Coordinator, *VBthrive*

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| Title: | Coordinator, <i>VBthrive</i> (\$42,500-\$47,500) |
| Department: | Community Impact |
| Report To: | Director, Economic Mobility |
| Date Created: | February 2022 |
| Date Updated: | December 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.

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 Coordinator, *VBthrive* provides comprehensive support to *VBthrive* managerial staff, Director of Economic Mobility and supports the day-to-day activities of *VBthrive*. *VBthrive* is a collaborative project to assist residents of the City of Virginia Beach that have been most impacted by the COVID-19 pandemic to achieve self-sufficiency. The coordinator will demonstrate an understanding of the issues, community needs, and existing systems of care related to the ALICE population. Candidate must be customer focused, data-driven, organized, and results oriented. This position is based in Virginia Beach, and the Coordinator must be able to work a flexible schedule that may include evenings and/or weekends to meet program needs. Must have own vehicle, acceptable driving record and ability to travel independently to locations across South Hampton Roads.

Commitment to equity, diversity & inclusion

We take the broadest possible view of diversity.

We value the visible and invisible qualities that make you who you are.

We welcome that every person brings a unique perspective and experience to advance our mission and progress our fight for the health, education, and financial stability of every person in every community.



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We believe that each United Way community member, donor, volunteer, advocate, and employee must have equal access to solving community problems.

We strive to include diversity, equity, and inclusion practices at the center of our daily work.

We commit to using these practices for our business and our communities.

Cultural Competence: The Manager, Economic Mobility adapts a lens of cultural competency that conveys empathy, support, and an understanding of the people they work with both internally and externally, engage with, and the people they serve. This competency helps to build trust and effective engagement, build stronger relationships, expand our organization's reach, and more effectively and respectfully engage with people regardless of background.

Core Competencies are characteristics that all employees are expected to exhibit as a member of the UWSHR team. For complete details that include attributes and behaviors please see the United Way Core Competencies Checklist in the shared Human Resources Network Folder. These include:

- **Mission Focused:** The top priority is creating real social change that leads to better lives and healthier communities.
- **Relationship Oriented:** Understands that people come before process and is astute in cultivating and managing relationships toward a common goal.
- **Collaborator:** Understands the roles and contributions of all sectors of the community and can mobilize resources (financial and human) through meaningful engagement.
- **Results Driven:** Dedicated to shared and measurable goals for the common good; creating, resourcing, scaling and leveraging strategies and innovations for broad investment and impact.
- **Brand Steward:** Understands his/her role in growing and protecting the reputation and results of the organization, and thus, the greater network.

Essential Duties and Responsibilities include the following

- Serve as a key member of the *VBthrive* team to maintain and implement core program framework/changes, and strategies.
- Provides optimum support to *VBthrive* staff by remaining aware of departmental goals, providing ongoing communication, meeting minutes, and organizing priorities to meet deadlines
- Coordinates schedules, makes and tracks appointments, coordinates and arranges meetings, prepares agendas and reserves and prepares facilities as needed for overall coordination and execution of program activities.
- Field client assistance inquiries and serve as a resource for participants on issues including housing, budgeting, career and education, childcare, health care, etc.
- Ensure that record keeping is maintained as outlined in organizational policies, review and assign referrals, and ensure closure documentation is complete
- Participate in training and ongoing professional development in Mobility Mentoring and assist Lead Mentors with day-to-day case management tasks
- Ability to provide direct coaching/mentoring to participants in the case of staff absence or vacancy



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- Along with Lead Mentors, trains and orients partner agency staff to the systems and processes of *VBthrive*
- Support the Outreach and Engagement manager in day-to-day oversight of the resource center including assisting with staffing,
- Provide day-to-day oversight of the Resource Center by coordinating a collaborative approach between partners and United Way of South Hampton Roads to ensure quality service delivery within the center
- Coordinate Resource Room scheduling and provide coverage as needed
- Assists Outreach and Engagement Manager with community outreach including presentations, and staffing at events
- With program team, plan, organize and facilitate workshops and community groups around educational topics and peer support
- Purchase Incentive cards and process all Incentive and requests from case managers and mentors

Key Skills Requirements:

- Bachelor's degree and/or equivalent experience
- 1-2 years of experience in human services programs requiring direct client interactions required
- Knowledge of best practices in human services 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 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, PowerPoint
- Strong detail orientation and self-organized
- Administrative experience preferred

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

This is a grant-funded position that is projected to end in January 2025.

Interested? Please send your cover letter and resume to 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.



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