

## JOB DESCRIPTION

**POSITION:** Working Bridges Resource Coordinator  
**DEPARTMENT:** Community Impact

**FLSA:** Exempt  
**STATUS:** Full-time

### INTRODUCTION:

Our Mission at Green Mountain United Way is to mobilize communities to create lasting changes in local conditions that will improve lives. All employees at Green Mountain United Way are integral to our ability to achieve that mission. Performance of job duties outlined below, in a manner that enables us to follow through on our promises to the five counties we serve, is more than an expectation, it is a standard here at Green Mountain United Way.

Working Bridges is a Green Mountain United Way program that improves business and job stability by bringing innovative practices to employers and employees using the workplace as a platform for human services. A trained resource coordinator is placed on-site at a business for at least four hours per week per business to help employees navigate non-work related issues. Other elements of the program include: on-site trainings for employees, mobile tax prep, coordination of income advance loans for employees, and an Employer Collaborative.

### RESPONSIBILITIES:

The Resource Coordinator (RC) assist employees in resolving non-work related issues that impact the employee's work life. The Resource Coordinator connects employees to existing community resources to help resolve problems that interfere with an employee's ability to maintain good attendance and/or be fully productive at work.

### ESSENTIAL DUTIES:

1. Provide one-on-one guidance and assistance to employees. This may include: connecting employees with key service providers and following up to ensure that problems are resolved; providing forms/applications for services, and assisting employees with paperwork; making inquiries on behalf of employees when appropriate.
2. Travel weekly to up to eight different companies in our five-county region (Caledonia, Essex, Orange, Orleans and Washington Counties) on a consistent schedule. Reliable transportation is required.
3. Promote resources and information widely inside each company. For example: on staff bulletin boards, or in company newsletters, etc.
4. Maintain current knowledge of community and regional resources in Vermont and New Hampshire through on-site visits to agencies, reading their newsletters, and building relationships.
5. Obtain, manage and report confidential data in compliance with HIPAA regulations and AIRS guidelines.
6. Assist other Resource Coordinators with their companies on an as needed basis.
7. Maintain service data and generate reports using key performance metrics.
8. Exercise discretion and independent judgment regarding the needs of employees.
9. Other duties as assigned, including administrative support.

## **EDUCATION, EXPERIENCE, AND SKILLS REQUIRED:**

1. Bachelor's degree in social work, psychology, or political science, or related field and 3 to 5 years' experience in consumer advocacy, community coordination, or public health coordinator. Applicants with equivalent experience will be considered.
2. Strong computer skills, ability to use Word, Excel, data base programs, ability to source information through various web search engines.
3. Working knowledge of public assistance programs, as well as public/private resources such as child and elder care, transportation, financial counseling, etc.
4. Excellent interpersonal skills, the ability to listen and gain rapport and trust with employers, employees, and community partners.
5. Strong written and verbal communications skills.
6. Self-directed and flexible work style with strong organizational skills.
7. Ability to follow through on complex issues for multiple clients.
8. Capacity to be innovative in seeking solutions; a problem solver; an inclination for outreach.
9. Positive, non-judgmental attitude and passionate desire to help others find their own solutions.
10. Recent attendance at one or more Bridges Out of Poverty Workshops (or willingness to attend). Be well-versed in, in agreement with, and able to convey, the principles of Bridges Out of Poverty.
11. Be familiar with the mission of United Way.

## **ENVIRONMENT:**

This position is centered at the Green Mountain United Way office. Office is a general office environment which is clean, well-lighted, and comfortable. The majority of the Resource Coordinator's time will be at Working Bridges employer locations and could be located at (but not limited to) one of the following: a manufacturing facility, a warehouse, a lab, a retail establishment, or a secure state/government agency, therefore a background check will be required.

This position requires the ability to:

- Ability to travel throughout GMUW region (frequent).
- Ability to work a flexible schedule, which may include night and weekends.
- Ability to tolerate prolonged sitting and/or standing and to lift up to approximately 30 pounds to waist high level whenever necessary.
- Mobility includes regular sitting, some standing and walking.
- Minimal requirement to reach at or above shoulder level; occasional reaching below shoulder level required.