



United Way of Harrisonburg
and Rockingham County

Program Manager Position Description

Bilingual English & Spanish

Reports To:	Director of Community Impact
Direct Reports:	Program Support Specialist
Salary Range:	\$40,000 - 45,000 plus benefits
Classification:	Regular, Full Time, Non-Exempt
Hours:	40 per week

About United Way of Harrisonburg and Rockingham County

United Way of Harrisonburg and Rockingham County is improving lives by connecting and mobilizing community resources. We envision a strong, equitable, and accessible network of support for working households in Harrisonburg and Rockingham County.

About The RockBurg CARES Network

RockBurg refers to **Rockingham County** and the **City of Harrisonburg**. **CARES** is an acronym that stands for **Community Assistance, Resources and Economic Stabilization**. This program unites and enhances the existing **Network** of health and human service providers that support Harrisonburg and Rockingham County residents in need of assistance.

The **RockBurg CARES Network** is made up of three components:

1. **Information and Referral** to appropriate community resources,
2. **ALICE Assistance Fund** that provides payments of financial assistance to eligible households, and
3. **Financial Education Services** to assist households in regaining and maintaining financial stability.

Position Description

The Program Coordinator will be responsible for operational and administrative coordination of the RockBurg CARES Network at United Way of Harrisonburg and Rockingham County.

The Program Manager Bilingual English & Spanish is a frontline service provider who works with clients in both English and Spanish to provide assistance through the RockBurg CARES Network. This may involve referrals to local health and human service agencies, researching existing and creative solutions, advocating for clients, providing general information and support along their journey to attain and maintain financial stability.

This position is responsible for helping to train and supervise one staff member and possibly volunteers. The Program Manager will be responsible for establishing and improving general operations, while providing a high level of customer service, oftentimes under pressure. A key function of this role is accurate and timely data collection and maintenance.

Operational

- Receive and respond to requests for assistance from clients by phone, email, text, in writing and in person in English and Spanish.
- Refer clients to community resources and health and human service organizations.
- Conduct intake interviews with clients to determine needs, screen for eligibility, and collect required documentation and verify as needed.
- Ensure timely communication with clients and network referral partners.
- Establish and maintain relationships with entities on the receiving end of payment assistance – ex: landlords, utility providers, etc.
- Provide general financial education to clients including budgeting, decision-making, prioritization, etc.
- Attend events and meetings to assist with community outreach and engagement and raise awareness of services provided by the RockBurg CARES Network.
- Translation of written materials between English and Spanish and vice versa.
- Provide language interpretation for Spanish speaking clients as needed.
- Maintain accurate client and case records.
- Other duties as assigned.

Administrative

- Develop systems, processes and policies in collaboration with other staff to ensure efficient and effective workflow.
- Create and maintain operations manual detailing policies and procedures.
- Maintain knowledge of information and referral systems.
- Stay up-to-date on best practice in resource navigation and assistance.
- Maintain strong communication with network partners and local community based organizations.
- Prepare data reports as needed to meet funding requirements and to assist in resource development.
- Participate in UWHR staff meetings and report on matters relating to RockBurg CARES Network.
- Train and supervise RockBurg CARES Network staff, including Program Support Specialist and volunteers.

Essential Experience

- Working with clients from vulnerable populations.
- Creating and delivering presentations to diverse audiences.
- Proficiency in Microsoft Office including Word, Excel, Outlook.
- Proficiency in Google Suite including Drive, Docs, Sheets, Slides, Forms.
- Experience using a web-based data platform.

Characteristics & Abilities

- Detail-oriented.
- Strong analytical and problem-solving skills.
- Ability to manage logistics.
- Strong customer service skills.
- Solid organization and time management skills.
- Ability to handle confidential and private personal information with sensitivity.
- Ability to communicate effectively verbally, in writing, over the phone and in person.
- Ability to work both independently and collaboratively on a small team.
- Ability to work under pressure and in potentially stressful situations.
- Knowledge of trauma-informed care principles.
- Commitment to learning and professional growth.
- Participate in ongoing professional development to acquire and maintain knowledge and skills in the field of information and referral.
- Commitment to advancing diversity, equity and inclusion.
- Awareness of the work of United Way and local health and human services organizations.
- Must be able to communicate effectively in English and Spanish.
- Must be available to work some evenings and weekends for scheduled events.
- Must have valid driver's license and access to a vehicle for occasional local travel (mileage reimbursed).

Benefits

Competitive Benefits Package, including access to medical, dental and vision insurance, group disability and life insurance and paid-time-off. 12 sick days, 12 PTO days, and 13 holidays.

Application Instructions

Interested applicants should submit a resume and cover letter to jobs@uwyr.org. Applications will be reviewed as they are received and must be submitted no later than June 1st, 2023. The anticipated start date is August 1st, 2023.

United Way of Harrisonburg and Rockingham County is committed to fostering, cultivating and preserving a culture of diversity and inclusion. Our staff, Board of Directors, and volunteers are the most valuable assets we have. The collective sum of the individual differences, life experiences, knowledge, innovation, self-expression, unique capabilities and talent that our staff invest in their work represents a significant part of not only our culture, but our reputation and organization's achievement as well. United Way of Harrisonburg and Rockingham County is an Equal Opportunity Employer and is committed to pursuing equity in all aspects of our work. All applicants will be considered for employment without regard to race, color, religion, gender, sex, sexual orientation, gender identity, national origin, age, disability, genetic information, marital status, amnesty or status as a covered veteran in accordance with applicable federal, state and local laws.