**JOB DESCRIPTION**

**Job Title:** 211Referral andCare Coordinator/Community Impact Manager

**FLSA Status:** Exempt, Full-Time

**Compensation:** $45,000with benefits (this is grant funded position)

**Date Revised:** March 2023

**Send Resumes Attn:** ladwawnb@cauw.org

**Summary of Job:** The **211** **Referral and Care Coordinator at Capital Area United Way/Community Impact Manager** will provide direct client services by delivering on aligned, high quality referral and care coordination services, leveraging technology and “people powered” processes. This staff leader will focus on serving clients within a specified region. The Coordinator will be trained and equipped to provide “closed-loop” referral and care coordination services.

**Reporting Relationships:** Employee reports to the Director of Louisiana 211 Services

**Other Key Relationships:**

• External: Community non-profit organizations, faith-based groups, state and local government agencies, public, and private partners.

• Internal: CEO and President, Vice President of Community Impact, Director of 211 Services, Director of Community Impact, Community Impact, Resource Development, Marketing/Communications, and Finance & Operations staff.

**Required Skills and Qualifications:**

* Bachelor’s degree from a four-year college/university; Social Work or related field preferred.
* Three or more years’ related work experience in nonprofits; 3-5 years in human service delivery to client and/or direct social work recommended.
* Knowledge of community resources and the human service delivery system/ability to acquire knowledge quickly.
* Proficient with Windows and Microsoft Office Suite and familiarity with customer relationship management (CRM) databases.
* Highly organized and detailed-oriented with ability to manage and analyze data, including managing multiple tasks.
* Excellent interviewing and cognitive skills (written and oral communications, logic, judgment, teamwork).
* Effective leadership skills appropriate to a customer-driven organization.
* Ability to work well independently, manage time effectively, and meet deadlines/priorities in a fast-paced environment.
* Results-oriented and personally accountable for expectations, timelines, and measures.
* Works 40 hours a week; ability to work outside the 8am to 5pm workday, weekends and at times of disaster, as requested/required.
* Valid driver’s license, automobile insurance and reliable transportation.

**Key Accountabilities and Responsibilities:**

* Collaborates with service providers to secure services needed to meet client needs.
* Provides effective referral and care coordination leveraging technology and available community referral resources using an established method and framework.
* Leverages human service solutions available through the Louisiana 211 Referral Network and local relationships with service providers to locate help to meet identified needs.
* Effectively communicates and guides clients as needed towards securing services to meet client needs.
* Advises on other types of referral options and/or services available to help address root causes (Example: Addressing social determinants of health or chronic needs).
* Documents all actions of each referral until the referral loop is closed using secured technology systems provided.
* Maintain records and reporting deadlines related to specific funders, contracts, and external partners and report on-time.

**Additional Job Functions:** Although not Essential Job Functions, employee may also be responsible for the following from time to time:

* Oversee progress on assigned projects.
* Assist other departments in major projects, such as fundraising events and workforce campaign presentations and activities.
* Serve on ad hoc committees as required.
* Perform other duties as assigned.

**Competencies:**

To perform the job successfully, the employee should demonstrate the following competencies to perform the essential functions of this position:

* **Strategic Community Collaborator**: engage diverse stakeholders to assess community needs accurately and effectively with credibility, authenticity and humility that strategically guides CAUW to contribute to the community’s priorities.
* **Effective and Engaging Communicator**: effective and passionate communicator with ability to articulate the CAUW message in a way that inspires others to act in service to the organization and community.
* **Critical Thinking and Creative Problem Solving**: ability to address and manage complex issues to achieve desired results including ability to gather, interpret and use relevant data to drive strategy development, make decisions and drive for results.
* **Planning and Implementation**: be a leader and take initiative in planning and developing initiatives within impact areas to achieve results that drive collective community outcomes.
* **Embracing and Managing Change**: champion and facilitate change to ensure long-term community sustainability by adapting successfully to changing needs while maintaining positive relationships with all constituents, internal and external.
* **Strategic Thinking and Planning** – Ability to think long-term, tying together the current operations with a more long-term focus.