

ROLE DESCRIPTION

Position Title: Temporary Part-time 211 VITA Navigator	
Reports to: Director of 211	Salary: \$16.00/hour
Location: Pikes Peak United Way - Main Office	Division: 211
Classification: Part-time; 3-month assignment	Supervises: N/A
Summary: To deliver tax related information and referral services in a professional manner and effectively help clients navigate available community resources. Provide education on available services through diverse navigation phone calls.	

CORE COMPETENCIES for ALL UNITED WAY PROFESSIONALS:

- **Mission Focused** – top priority is to create 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 greater network.

ESSENTIAL FUNCTIONS

- Provide skilled information and referral services in response to requests for assistance by phone.
- Interview callers and assess service needs using principles of active listening.
- Triage client calls and assist client with problem solving while keeping client information strictly confidential.
- Maintain accurate records on each contact with clients.
- Perform follow-up calls to clients.
- Serve as an advocate for individuals experiencing difficulties or lacking in abilities needed to make effective contacts with agencies, programs and groups.
- Use good judgment, knowledge base and skills to refer to resources that best suit callers' needs.
- Employ problem-solving techniques when appropriate; and exercise decision making and crisis intervention skills to manage emergency calls effectively.

OTHER DUTIES/RESPONSIBILITIES:

- Other duties as assigned.
- Attend staff meetings and workshops to improve professional skills.
- Will support all PPUW goals.

JOB QUALIFICATIONS:

- Bilingual English/Spanish preferred.
- Microsoft Office skills at intermediate level or better.
- Good verbal and written communication skills.
- Active listening skills and crisis intervention skills.
- Ability to express ideas clearly to individuals and groups in oral discussions.
- Ability to deliver information appropriate to target audience.
- Ability to communicate and empathize with individuals of diverse backgrounds.
- Ability to adapt to a changing call volume while maintaining standards of high quality.

ENVIROMENTAL FACTORS:

Business office environment; professional dress/attire expected. Physical demands include sitting for extended periods of time, bending, occasional lifting of items weighing up to 25 pounds, regularly moving throughout the building between floors, occasionally traveling to outside meetings, regular use of standard office equipment such as the telephone and/or headset, copier fax and computer.

To Apply:

Please email resumes & cover letters to miriam@ppunitedway.org