



## **INLAND EMPIRE UNITED WAY**

### **211 Veterans Specialist**

Inland Empire United Way is a leading nonprofit organization devoted to strengthening the Inland Empire by investing in the lives and futures of those in need. By operating several direct service programs and collaborating with a network of strong community partners, IEUW seeks to build brighter futures for youth and families in the areas of education, health, and financial stability. IEUW seeks talented, motivated team members who are passionate about improving our community and who are looking to be part of a dynamic team working to make EPIC changes in the Inland Empire.

#### **Program Description**

The goal of United Way's 211 San Bernardino County program is to improve lives by facilitating access to needed services. Operating a free, easy-to-access information line and website 24 hours per day, 7 days per week, 211 is the County's leader in quality health and social service information management.

#### **Position Overview**

The 211 Veterans Specialist focuses on the veteran community. This position will include a focus on homelessness, employment, transportation, Veteran benefits and other needs. The position will respond to Veteran callers and San Bernardino County callers, collect information, enter data, perform caller assessment, provide information and referrals and conduct follow-up calls. This full-time, non-exempt, grant-funded position carries with it the possibility that it may not be renewed if further funding is not obtained. The availability of grant funds does not guarantee continued employment. No contract is implied; this position is "at-will" and employment may be terminated at any time by the employee or the employer. This position reports to the 211 Operations Manager.

#### **Essential Functions 90%**

- Answer incoming calls efficiently and according to established standards, ensuring appropriate data is collected and entered accurately and appropriately into database
- Assess needs of callers and determine necessary resources to best satisfy those needs
- Refer callers to appropriate resources and assist them in navigating systems to ensure they are able to make connections to needed services
- Conduct specialized assessments in various programs, such as HMIS, VI-SPDAT
- Create housing plans which includes coordinating outreach, matching and referring to appropriate housing provider and identifying financial opportunities from employment to benefits
- Participate in Homeless Veteran Community Planning Group (HVCPG)
- Participate in Veteran collaborative and partnerships with a focus on documenting employment outcomes
- Measuring impact on all Veteran activities
- Conduct follow-up surveys by facilitating ongoing evaluations of the quality and delivery of services provided to the target population
- When necessary assist with keeping 211 VetLink updated
- When necessary and appropriate, identify veteran organizations that could be added to the 211 database in order to increase the availability of resources for veterans and help facilitate the registration of these agencies into the 211 system
- Build partnerships that will assist with information flow, resource availability and system improvement efforts pertaining to veterans

- Attend conferences, training sessions and other events as necessary to promote ongoing development and to broaden awareness of issues and resources related to the target population
- Represent 211 San Bernardino County at public and private events as needed, particularly as they pertain to veterans
- Research and prepare presentations as requested by supervisors to better inform beneficiaries of services
- Successfully maintain performance parameters and improve skills through various means
- Develop and maintain knowledge of program guidelines and contact requirements necessary for performance of responsibilities

### **Secondary Functions 10%**

- General clerical duties, which may include letter writing, faxing, copying, message handling, reports, office inventory, filing, data input and maintenance of marketing materials
- Maintain accurate and complete records of community interests and requests, aid in research and data input, participate in outreach events and assist with grant maintenance
- Other duties as assigned

### **Qualifications**

- Must have served in US military (DD-214 required) and have a clear understanding of veteran issues
- Bachelor's degree preferred but not required
- Strong computer skills with expertise in Windows, Microsoft Office and familiarity with internet protocols
- Bilingual English/Spanish preferred, but not required
- Must be willing and able to become AIRS/CIRS certified
- Must have reliable transportation, a valid California driver's license, proof of minimum required California vehicle liability insurance and a good driving record
- Must be available and able to work outside traditional office hours, including some evenings and weekends
- In the event of a disaster, may be required to work 12-hour shifts, 7 days per week

### **Physical Requirements**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable an individual with disabilities to perform the requisite essential functions.

While performing the duties of this job, the employee will be required to use equipment such as the telephone, computer, fax machine and copy machine. The employee is also frequently required to use hands to finger, handle or feel and reach with hands and arms, and to talk and hear. This position requires sitting for long periods of time but may require to the ability to walk, stand, stoop, squat or drive various periods. Must be able to lift/move objects up to 25 lbs. Visual acuity and manual dexterity required for typing and computer use.

### **Wage and Benefits**

Wage \$16. /hour, payable bi-weekly. Benefits include medical, vision, dental, life, AD&D and long term disability insurance, 11 paid holidays, and accrued vacation and sick-leave.

**If interested, submit resume and cover letter to Jeannette Sepulveda, 211 Operations Manager, at [jsepulveda@ieuw.org](mailto:jsepulveda@ieuw.org). No calls please.**

*"Inland Empire United Way is an equal opportunity employer. All offers of employment are contingent upon satisfactory background screen and drug test results."*

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