



INLAND EMPIRE UNITED WAY
CONNECT IE OUTREACH COORDINATOR

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

Inland Empire United Way's 211 San Bernardino County provides easy access to accurate and comprehensive resource information & referrals for the residents of San Bernardino County, provides public information support during disaster, and answers several specialized lines such as Child Abuse Reporting, Reentry, and after-hours calls for other agencies. It is the trusted source of verified health and social service information, designed to assist people in overcoming barriers. 211 collaborated with Inland Empire Health Plan to establish a more powerful web-based tool called Connect IE to improve connections between, and provide additional functionality for, both social service providers and healthcare providers. Connect IE requires direct marketing to service providers.

Position Overview

The Connect IE Outreach Coordinator is responsible for promoting and maintaining relationships with agencies and community groups that assist all populations, with an emphasis on, but not limited to, social determinants of health in San Bernardino County, with a focus in the High Desert. He/she will work collaboratively with team members to provide high quality service to the San Bernardino County community, with a focus on contractual compliance and operational goals. 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 Supervisor.

Essential Functions 85%

- Coordinate activities surrounding Connect IE platform in San Bernardino County with a focus in the High Desert
- Ensure contractual compliance and operational goals are met
- Promote Connect IE platform within San Bernardino County, attending relevant meetings
- Increase community adoption of Connect IE platform
- Perform public presentations and demonstrations of Connect IE Platform
- Engage service providers to contribute their information and participate in Connect IE
- Assist in planning and coordinating a conference surrounding Social Determinants of Health and how we can "Move the Needle"
- Survey agencies for information about services, document activities and follow-up with key contacts
- Collect and update information about services located in San Bernardino and Riverside counties and assist in ensuring accuracy of data in Connect IE and 211 San Bernardino databases
- Maintain communication with IEUW 211 staff and other partners to increase accuracy and comprehensiveness of database
- Attend community and partner meetings and conferences

- Monthly reporting of activities, data, and statistics upon request

Secondary Functions 15%

- General clerical duties, which may include letter writing, faxing, copying, message handling, reports, office inventory, filing, data input and maintenance of marketing materials
- Meet, greet and tour visitors as part of support-building and donor relations
- Other duties as assigned

Qualifications

- Experience with community outreach
- Compassionate and non-judgmental, with tact and courtesy in expressing options or ideas, recognizing opportunities to enhance community relations
- Knowledge of health care, disability and community resources
- 2 years of experience in database management or in a related field
- Experience in research, data analysis and data entry preferred
- Demonstrate proven accomplishments in a team leadership role
- Excellent written and oral communication skills required; must be comfortable with making public presentations
- Strong computer skills with expertise in Windows, Microsoft Office and electronic databases
- English/Spanish preferred but not required
- 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

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, and 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 \$17/hour, payable bi-weekly. Benefits include vision, dental, medical, life, AD&D and long term disability insurance, 11 paid holidays, accrued vacation and sick-leave.

Please submit your resume and cover letter to Christopher Darbee, 211 Operations Supervisor, at cdarbee@ieuw.org. No calls or agencies, please. *Only high-capacity people need apply!*

"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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