



Mile High United Way CAREERS

Mile High United Way 2-1-1 Community Resource Navigator

Organization Profile

Working side-by-side with the community, Mile High United Way takes on the biggest, most complex issues facing Metro Denver. Our united approach changes the odds for the children, families, and individuals in our community, and moves them out of poverty. We do this because we believe every child has the right to a safe and stimulating place to learn, and that when every youth in Metro Denver graduates prepared for a career or college, our community is stronger. We also know that when people don't have their most basic needs met, longer-term goals, like finding financial stability, are out of reach. And when we work together, we make a lasting, sustainable impact on our community.

Position Concept

Mile High United Way is seeking resumes from well qualified candidates who want to directly and positively impact the community in the position of 2-1-1 Community Resource Navigator. This position works within an inbound/outbound contact center, accurately collects client information and demographics, and assists clients identify community resources within health and human services. Our ideal candidate will be a team player who has energy and enthusiasm for assisting those in need.

Essential Responsibilities

- Assist clients by phone, text, chat, email and face-to-face who need assistance navigating community resources
- Collect client information and demographics as defined by department standards to accurately assess eligibility of resources
- Provide accurate information, referrals, advocacy and follow up with clients

Other Responsibilities

- Work within deadlines to complete assigned projects and new initiatives in a quality and timely manner
- Act as an organization liaison at community fairs, meetings, and presentations within and outside of normal business hours
- Required to assist in disaster/crisis response activities within and outside of normal business hours
- Must achieve AIRS Certified Information & Referral Specialist Certification within 6 months of eligibility
- Must be willing and able to telecommute as assigned

Qualifications

- English/Spanish bilingual highly preferred
- An associate's degree (high school diploma or GED required)
- Two years of relevant experience in the health and human services sector
- Demonstrated experience in establishing and maintaining effective working relationships with clients and staff
- Demonstrated experience completing assignments and projects on time
- Demonstrated experience handling clients requests, addressing potential obstacles,
- Demonstrated experience utilizing a client management system
- Ability to sit and operate a computer for long periods of time
- Demonstrated experience using Microsoft Outlook, formulas within Excel, Word, & PowerPoint

TO APPLY – SUBMIT RESUME/COVER LETTER TO: resumes@unitedwaydenver.org with 2-1-1 Community Resource Navigator as the subject line.

Mile High United Way is an Equal Opportunity/Affirmative Action Employer. As an Equal Opportunity Employer, we do not discriminate on the basis of age, race, sex, sexual orientation, gender identity, gender expression, color, religion, national origin, disability, genetic information, or any other status protected by federal, state or local law.

We will endeavor to make reasonable accommodations for otherwise qualified applicants who have disabilities which hinder their ability to complete the application process. Please contact us to request accommodation in the application process.

We use e-Verify to verify the identity and employment eligibility of all persons hired to work.



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unitedwaydenver.org