

Title:	Community Impact Associate	Group/Team:	Community Impact
Reports To:	Director-Montgomery County	Status:	Full-Time
Revision Date:	November 2024	FLSA Classification:	Non-Exempt

POSITION SUMMARY

The Community Impact Associate will serve as a vital resource for community members seeking assistance through First Door, a program designed to connect individuals and families to services and resources. This role would oversee the development/expansion of the First Door program, ongoing operations, and follow-up strategies with those served, acting as a community navigator by providing information, referrals, and personalized support.

Additionally, the Community Impact Associate will provide support to other United Way programs such as VITA (Volunteer Income Tax Assistance), Kindergarten Camp, and Dolly Parton's Imagination Library to ensure programmatic success and enhance community impact. This includes providing necessary organizational support to management, staff, participants, and volunteers, and assuming responsibility for a variety of tasks in support of advancing United Way's mission of "mobilizing our community to improve lives" and our work to fight for the health, education and financial stability of every person in our community.

We win when we Live United®.

KEY RESPONSIBILITIES/ESSENTIAL DUTIES OF POSITION

This job description describes the general nature and level of work performed by employees assigned to this position. It should not be construed as an exhaustive list of all required duties, responsibilities and skills. Reasonable accommodations may be made to enable disabled individuals to perform the essential functions of the job.

First Door Program Responsibilities:

- Oversee the planning, coordination, and implementation of First Door, including logistics, and volunteer coordination.
- Act as a community navigator, connecting individuals and families to resources such as housing, healthcare, employment, childcare, and financial assistance.
- Conduct intake assessments to identify client needs and recommend appropriate referrals or services.
- Build relationships with local agencies and service providers to stay informed about available resources and program updates.
- Develop a tracking system to track client interactions and maintain accurate records in the program's database, ensuring confidentiality and compliance with data privacy regulations.
- Monitor follow-up outcomes to ensure clients receive the help they need and address barriers as they arise.

- Develop and oversee a community resource website and resource guide to replace the current MontCares website.

Support for United Way Programs:

- Assist with the planning, coordination, and implementation of Kindergarten Camp, including enrollment, logistics, and volunteer coordination.
- Support the VITA program by helping with client intake, volunteer support, and administrative tasks during tax season.
- Promote and assist with the Dolly Parton's Imagination Library, ensuring families are enrolled and resources are distributed effectively.
- Collaborate with program leads to identify and address gaps in program delivery and community needs.

General Duties:

- Represent United Way in Montgomery County at community events, meetings, and outreach activities to promote programs and services.
- Develop and distribute outreach materials to ensure program visibility and accessibility.
- Foster positive relationships with stakeholders, volunteers, and community members.
- Provide administrative and logistical support for various United Way initiatives as needed.

Education/Experience:

- Bachelor's degree preferred but not necessary
- Program management experience helpful
- At least 1 year of experience in case management, resource navigation, or community outreach is preferred.

Other Skills & Abilities:

- Demonstrated skill in balancing multiple assignments
- Computer/Office Skills: Strong proficiency in Microsoft Office applications including Word, Excel, Outlook, and PowerPoint
- Prefer skills in software management and reporting function
- Strong organizational skills and attention to detail
- Good working knowledge of tax preparation software
- Ability to manage multiple projects
- Strong public speaking and presentation skills to include:
 - Clear articulation
 - Engaging presentation skills
 - Ability to assess the needs of the audience
- Effective administrative project management skills are required
- Ability to maintain the confidentiality of highly sensitive information
- Excellent verbal and written communication skills are required
- Ability to work with a diverse range of community organizations and populations
- A continual, passionate commitment to the work of United Way and the community we serve
- Ability to work in a collaborative team environment
- Flexibility to work outside of normal office hours

- Ability to maintain a valid driver's license and insured motor vehicle at all times
- Ability to pass a pre-employment and routine criminal background check

COMPETENCIES

An individual must be able to demonstrate the following competencies at a satisfactory level:

- Mission-Focused: Catalyze others' commitment to the mission to create real social change that leads to better lives and healthier communities. This drives their performance and professional motivation.
- 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: Steward of the brand and understands their role in growing and protecting the reputation and results of the greater network.

PHYSICAL REQUIREMENTS and ENVIRONMENT:

To accomplish the essential functions of the position, one must be physically able to frequently and routinely:

- Walking short distances
- Bending, stooping, twisting
- Reaching above and/or below the shoulder
- Handling/grasping documents or office equipment
- Sitting and/or standing for short or extended periods of time
- Clear speaking and adequate hearing sufficient to communicate effectively and respond appropriately in person and/or on the telephone
- Vision sufficient to read source materials and computer screen data
- Repetitive motions for computer equipment use
- Requires exertion of force of 20 pounds occasionally, 10 pounds frequently, and/or 5 pounds continuously to lift/carry/move objects, files, and documents
- Work is performed primarily in an office environment using standard office equipment

TRAVEL

Travel is primarily local during the business day.

Note

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbent will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of

themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract,

implied or otherwise, other than an “at-will” relationship. The job description is subject to change with or without notice at any time.

By signing below, I am acknowledging that I have read and understand the job requirements, responsibilities and expectations set forth in the job description provided for my position. I attest that I am able to perform the essential job functions as outlined with or without any reasonable accommodations.

Received and accepted by Employee:

Signature: _____ Date: _____

Printed Name: _____

United Way of Greater Lafayette is an Equal Opportunity Employer, Drug-Free Workplace and complies with ADA regulations as applicable.