



United Way  
of Buffalo & Erie County

## Work/Life Solutions Resource Coordinator

The United Way of Buffalo and Erie County (UWBEC) is seeking a collaborative and people focused individual for our Resource Coordinator position. The Resource Coordinator helps employees resolve non-work-related obstacles that create barriers which prevent them from thriving in the workplace. The Resource Coordinator does this by; connecting individuals with community resources, working collaboratively with UWBEC staff, external funders, employer customers. This position reports to the Work/Life Solutions Program Director.

### Responsibilities:

- Provide both in-person and virtual support to individuals at various employer locations across Erie and Niagara counties
- Work one on one with individuals from diverse backgrounds to assess needs and identify resources to address concerns
- Assist individuals with paperwork eligibility requirements to obtain recommended services Maintain employee confidentiality
- Ability to provide support via on-call services during normal business hours
- Build and maintain strong relationships with host employers and community partners
- Provide support to host employer at staff meetings, special events and community posts Maintain working knowledge of the 211 system, employer benefits and other community resources
- Attend all training as required by UWBEC and other organizations including the host employer
- Support diversity, equity, and inclusion work within the organization and in the community
- Visibly demonstrate United Way values of agility, equity, service, integrity, collaboration and accountability.
- Engage in job related travel to designated meetings, conferences and events
- Adhere to established departmental policies, procedures and objectives
- Complete other duties and special projects as requested by management

### Education:

- Bachelor's degree or higher in social work or related field with 2-5 years' experience providing coaching or counseling related duties

### Skills, Knowledge, Experience:

- Strong written and verbal communication skills with various stakeholders
- Strong interpersonal skills
- Ability to multitask
- Approachable with a non-judgmental outlook
- Working knowledge of Microsoft office and other job-related technology

### Additional Requirements:

- Excellent people skills, a positive attitude and general concern for the well-being of others. The best candidate possesses a strong commitment to the community as a whole.

**Contact Information:** For consideration please email a cover letter and resume to [jobs@uwbec.org](mailto:jobs@uwbec.org) attention Beth Sullivan, Human Resource Manager.

*United Way of Buffalo & Erie County has a commitment to equal opportunity employment by affirming the value of diversity and by promoting an environment free from discrimination. UWBEC encourages people of diverse backgrounds and experiences to apply for this position.*