

UNITED WAY OF NC POSITION DESCRIPTION

POSITION: Navigator Team Lead

REPORTS TO: Senior Manager, NC 211 Operations

Position Overview:

United Way of North Carolina (UWNC) is the state association for 50 local United Ways and administers the statewide NC 211 system which will be adding an in-house call center as part of our strategy to deliver NC 211 services statewide. UWNC also is a partner in the statewide NCCARE360 coordinated care system. For NCCARE360, NC 211 houses a team of Navigators who provide support for the network by handling high-need cases and assistance requests presenting through a technology platform to the navigator team. The Navigator Team Lead serves as the first line of support for the Navigators and ensures the continuity of daily operations and the successful delivery of quality service. This position will play a critical role in creating a workplace culture that is equitable and inclusive.

DUTIES AND RESPONSIBILITIES:

UWNC Navigator Team Management

- Support and foster a highly effective team environment for United Way of North Carolina/NC 211 inhouse team.
- Develop an understanding of the strengths and weaknesses of team members and how to utilize each team member to their best potential.
- Assist in onboarding new Navigators to ensure they have the skills and knowledge necessary to be successful.
- Identify opportunities for professional development for the team.
- Support and encourage AIRS certification process for all team members.
- Participate in new hire training in accordance with established training curriculum.
- Uplift team members who excel at their work to Senior Manager, NC 211 Operations for recognition and possible incentive awards.
- Demonstrate and role model a positive, professional, collaborative relationship with all staff and vendors, across all lines of business.

Program Management

- Manage and oversee the daily workflow of the statewide team, including organizing inbound work queues and assigning referrals and assistance requests to Navigators based on daily schedule with an eye to meeting team goals.
- Establish daily and weekly focus area schedules for statewide team to ensure Navigators focus on priority work and do not duplicate efforts of other team members.
- Serve as liaison to escalate software issues/questions/concerns that impede workflow.
- Lead weekly Navigator statewide team meetings including engaging team members in agenda development and discussion.
- Monitor statewide team adherence to Standard Operating Procedures.
- Work with the Resource Team to ensure referral database content meets the ongoing needs of the team and clients.
- Collaborate with and support Senior Manager, NC 211 Operations to identify protocols and templates needed, and to develop and socialize tools for adoption and use by the statewide team.

- Support 24/7 disaster response operations during times of activation.
- Serve as first level tech support for inhouse team and for issues with NCCARE360 specific technology for statewide team.
- Serve in the role of Navigator for at least two days a week or as needed to meet performance requirements.
- Prepare required statewide reporting for partners according to contract terms.
- Collaborate with Senior Manager, NC 211 Operations to develop a QA process for Navigator Team's work.
- Provide feedback for coaching plans for statewide team and conduct coaching sessions for in house team based on QA results.

QUALIFICATION REQUIREMENTS:

Bachelor's Degree in Social Work or Health and Human Services or the equivalent education and experience with a minimum of 3 years' experience providing case management, social services, or information and referral services to clients. Experience in a call or contact center environment and/or in delivering case management or social services via phone or other technology channels is extremely desirable.

Available to work afterhours and weekends and serve as "on-call" to support to a 24/7 operation. Additionally, NC 211 is an integral part of the State Emergency Response Team (SERT). This requires all 211 staff to be available during times of emergency, to work beyond normal hours and/or to be flexible in meeting the needs of the event.

Bi-lingual candidates encouraged to apply, please include your level of fluency in your resume or letter.

Working knowledge and comfortable with call center technology and software applications, especially client management systems.

Demonstrated proficiency in using PC Office software.

Previous social and/or human service experience helpful.

Ability to travel to and attend in person meetings 2-3 times per year.

ADDITIONAL REQUIREMENTS:

Strong coaching and team-building skills.

Detail oriented and ability to operationalize policies and procedures in the work environment.

Strong oral and written communications skills.

Ability to work well under pressure while performing multiple tasks.

Excellent listening skills and patience.

Ability to work in a fast-paced and ever-changing environment.

Ability to work remotely as part of the Cary based UWNC team or be based in the Cary office.

Submit cover letter and resume to 211resumes@unitedwaync.org

United Way of North Carolina is an Equal Opportunity Employer.