



Program Specialist – Plumas County

- Full-time, non-exempt (hourly) position
- Reports to the Disaster Services Manager
- Salary \$18-22/hour, commensurate with background and experience
- Position is based in Plumas County. Company does not pay relocation costs
- Interested candidates may send a brief cover letter and resume to employment@norcalunitedway.org

Job Summary

The Program Specialist – Plumas County will support efforts to promote UWNC programs, and in particular assist in disaster relief and recovery activities resulting from the 2021 Beckwourth Complex Fire and the 2021 Dixie Fire. This role will collaborate with community-based organizations, government agencies, and the business community to provide disaster service programs, along with outreach and education promoting UWNC programs. The Program Specialist will be called on at times to support other community initiatives. This role requires a customer service orientation; high degree of professionalism; ability to work in a fast-paced environment, and ability to respond proactively to changing priorities.

Principal Job Responsibilities

- Identify potential clients in need of disaster relief and recovery services
- Facilitate client enrollment into Stable Housing Opportunity Program (SHOP), RV Assistance Program, and/or other disaster service programs or projects; assist clients and partnering agencies as they move through the recovery process; take steps to connect and develop relationships with partner agency liaisons. Assist in ensuring that UWNC meets expectations and objectives for all disaster-related funding distribution.
- Support UWNC's engagement and work in regional Long Term Recovery Groups (LTRGs) and Volunteer Organizations Active in Disaster (VOADs)
- Provide navigation through in-person, phone, and/or virtual follow-up engagements
- Gather applicable resource information from community events, meetings, and partners
- Update and coordinate program information with associated 211 or Information and Referral services
- Attend community events and complete presentations to increase awareness and knowledge of United Way of Northern California and its programs. Activities may take place throughout our nine-county region, in person and online
- Create and maintain relationships with partners including non-profit organizations and key public and private sector agencies, including participation in community-based committees and collaboratives
- Assist in disaster relief and recovery activities. This can include activities related to wildfires, COVID, and other public emergencies. Ensure that these efforts are undertaken in a way that reflects the

- agency's commitment to diversity and equity
- Other duties as assigned

Preferred Skills and Attributes

- Flexible and adaptable
- Personable; works well in a team environment
- Excellent customer service skills
- Adept at multi-tasking
- Comfortable and effective in interactions with individuals from diverse backgrounds and varying socio-economic circumstances
- Strong skills in communication and documentation over the phone and computer
- Strong public speaking and presentation skills
- Experienced in public engagement

Qualifications

- Minimum AA degree or equivalent experience; bachelor's degree preferred
- Minimum two years of experience in the non-profit or social services fields
- Customer service experience desirable
- Disaster relief and recovery experience a plus
- Experience in professional and public interactions with a wide variety of diverse populations
- Experience in public speaking, presentations, and community engagement
- Demonstrated computer abilities. Proficiency in Microsoft Office suite, especially Word, Excel, PowerPoint; webpage and social media background a plus
- Bilingual / multilingual a plus
- Must possess valid driver license and reliable, insured transportation
- Must be able to work comfortably on a keyboard through an eight-hour shift
- Must be able to lift and carry up to 15 pounds

This position may involve occasional night and weekend shifts and may require travel. Occasional travel to other cities in California may be required.

United Way of Northern California offers medical, dental and health benefits; paid vacation and sick time; 12 paid holidays per year; company-paid life insurance, 401k Retirement Savings Program and an Employee Assistance Program.

UWNC is an Equal Opportunity Employer.

Employment at UWNC is contingent on submission to background checks, including criminal and DMV checks.

All employees at UWNC are required to have been vaccinated against COVID-19.