

Position: TEMPORARY FOLLOW UP SPECIALIST
Organization: United Way of Salt Lake
Department: 2-1-1
Reports to: 2-1-1 DIRECTOR
Duration: February – April

THE ORGANIZATION

United Way of Salt Lake (UWSL) has made a promise to our community—to change the odds so all children and their families have the same chance to succeed in school and life. We have adopted a unique approach to community problem-solving called collective impact which allows us to directly engage with communities. Our workplace is fast-paced, friendly, and adaptive. At UWSL we believe in celebrating success, learning from failure, and ambitious goals. Our wages are competitive; the benefits package is comprehensive; perks like flexible schedules and staff parties make every day unique.

POSITION OVERVIEW

This positions will be a critical component of a project the 2-1-1 team is carrying out as part of a contract with the state. The purpose of the project is to determine whether or not individuals who receive referrals from 2-1-1 are getting the assistance that meets their needs as a result of those referrals; if they are not, what barriers or circumstances were present that made access difficult. The process of the project involves returning calls to recent callers and following up with specific questions about their experience with 2-1-1. Documentation and reporting is a key component of this project and the responsibility of completing the data accurately would be largely the responsibility of the intern.

KEY RESPONSIBILITIES

1. Learn and understand how to use the telephone and database software 2-1-1
2. Facilitate a follow up survey by phone with all callers who self-select into the project
3. Record data into an existing database software accurately and completely
4. Work with 2-1-1 Director and 2-1-1 managers to provide insight into reports and identify trends
5. Assist in the evaluation of methods/tools for social services analysis project
6. Other duties as assigned

REQUIREMENTS

- Minimum commitment February to April; approximately 12-20 hours/week
- Demonstrated project management skills
- Excellent written and verbal communication skills, specifically a demonstrated comfort level of having potentially difficult conversation with someone over the phone
- Proficiency in the use of Word, Excel, PowerPoint, google documents, etc.
- Demonstrated ability to work in a professional manner with staff, callers and others

PHYSICAL REQUIREMENTS

The employee is regularly required to communicate clearly, and exchange accurate information interpersonally or through communication devices. Must be able to learn new systems and procedures prepare and analyze data and figures; constantly operate a computer and other standard office

machinery. The position requires occasional movement throughout the office to access files, papers, or move supplies weighing up to 25lbs. Must be able to remain in a stationary position 75% of the time.

BENEFITS

This is a non-exempt position that pays \$15.00 per hour.

TO APPLY

Email your resume, letter of intent, and three professional references to jobs@uw.org. Only complete applications will be considered for the position. The complete job description can be found at <http://www.uw.org/about-us/careers.html>