



PA 211 Disaster Response - Community Resource Coordinator

PA 211 is a vital lifeline for Pennsylvanians, connecting individuals and families to essential resources that enhance their well-being and strengthen communities. We are an organization dedicated to empowering people through access to critical services, fostering resilience, and promoting social equity.

In times requiring disaster response and community recovery, PA 211 serves as a critical communication hub, and assists municipalities, counties, and the state emergency management services to identify and respond to needs arising from natural or manufactured disasters.

We value team members who demonstrate:

- A commitment to our mission of empowering individuals and strengthening communities
- Excellent communication skills to bridge the gap between technology and human needs
- Adaptability and a drive for continuous improvement in our service delivery
- The ability to juggle multiple priorities while maintaining a focus on our core values

By joining PA 211, you'll be part of a dedicated team working tirelessly to create a more equitable and supportive Pennsylvania, where every individual has the opportunity to reach their full potential.

Overview of Responsibilities

This position will be part of a statewide team responsible for identifying appropriate resources and referral pathways in coordination with local and state agencies to meet the disaster related unmet needs of community members in cooperation with Disaster Case Managers (DCM) and support the administration of the Disaster Recovery Assistance Program (DRAP) or a Disaster Case Management Program (DCMP).

The Resource coordinator will be the single point of contact to share known or identify unknown resources, the eligibility and applicability parameters of those resources, and serve as the subject matter expert to support communication of resources to community members by the DCM and advice DCMP stakeholders.

The successful candidate will be employed by the United Way of Pennsylvania and PA 211. The position is a hybrid work opportunity, requiring some in-office work and opportunity to work from home. **This is a temporary, contract- funded position through September of 2025, with the possibility of an extension, depending on available funding and need.**

Duties will include:

- Maintain a working knowledge of local, county, and state resources.
- Attend required meetings as the subject matter expert for resources.



- Responsible for maintaining a list of verified resources, their applicability, eligibility requirements, and referral processes for a DCM to connect community members effected by the disaster to resources that meet their disaster related unmet needs.
- Assist survivors with application to resources and services necessary for their recovery from disasters
- Familiarity with database systems, Microsoft Office, and other relevant software
- Responsible for collection and compilation of necessary data and information for DCMP program reports.
- Participate in the education of the community, volunteers, service providers, and other interested resource providers with respect to the DCMP.
- This is a hybrid position, and travel is required
- Additional duties may be assigned as needed

Minimum Requirements:

- Educational Background in Human Services, Emergency services, or similar
- Prior experience in human services and/or emergency services is preferred
- Excellent verbal and written communication skills
- Demonstrated expertise producing reliable reports
- Ability to work independently and utilize strong decision-making skills
- Ability to operate a motor vehicle, or provide your own reliable transportation to and from destinations

Qualifications:

- Ability to work autonomously and in a team setting
- Refined organizational skills
- Effective at working with others to reach common goals and objectives
- Conveys complex ideas through brief, simple materials
- High degree of computer literacy with excellent knowledge of word processing, spreadsheet and database software applications required.
- Outstanding project management skills, with the ability to lead complex, multi-faceted projects forward to deliver results on time

Salary and Benefits: \$25-27 per hour, 30-35 hours per week, some flexibility for weekend and evening hours. There are no benefits associated with this position. The position is a hybrid work opportunity, requiring some in-office work and opportunity to work from home. Travel is required.

To apply: Submit your resume to info@uwp.org; **Subject Line CRC position.** Applications will be reviewed on a rolling basis until the position is filled.