



Job Title: Higher Education

FLSA Status: Non-Exempt

Community Resource Coordinator

Reports to: Community Resource Program
Supervisor

Core Hours: 8:30 a.m. -5:00 p.m.,
Monday-Friday

Salary Range: starting at \$40,000;
compensation commensurate with
experience

Revision Date: January 2026

Preferred Start Date: February 2026

Work Model: Onsite-Spartanburg, SC

ROLE OVERVIEW

The Higher Education Community Resource Coordinator (CRC) will serve college students and families across the economic stability spectrum of need, increasing opportunities for low- to moderate-income students and families to obtain assistance in and support for (1) meeting critical needs; (2) overcoming barriers to self-sufficiency; and (3) creating a pathway to financial stability. The CRC will be responsible for conducting care coordination, which includes determining a client's placement on the economic stability spectrum and assisting in developing self-motivated and sustainable plans for moving forward on the path to self-sufficiency. The CRC will complete training in the areas of trauma-informed case management, motivational interviewing, mental health first aid, financial coaching, the financial stability readiness tool, Charity Tracker, the Benefit Bank, VITA, and other care coordination tools and techniques.

KEY RESPONSIBILITIES

- Perform case management duties, including client intake interviews, referrals, and follow-ups using the Readiness Tool and other care coordination tools;
- Become a certified Community Health Worker providing wrap around services.
- Learn to successfully navigate and utilize Charity Tracker and maintain client case files, including outcomes, assistance, and referrals;
- Complete IRS VITA training at the advanced level and complete and file client taxes as needed during tax season;
- Aid in the supervision of VITA sites as needed.
- Maintain client confidentiality at all times;
- Successfully track, manage, and report goal attainment in Charity Tracker.
- Initiate collaborative opportunities that grow partnerships related to basic needs and financial stability services;
- Attend personal development and leadership seminars as requested, as well as workshops, staff meetings, webinars, conferences, training refresher courses and meetings;
- Maintain integrity and keep all sensitive information confidential.
- Must be able to work a flexible schedule with the possibility of some early morning and evenings.
- Other duties as assigned.

SKILLS & QUALIFICATIONS

- Bachelor's degree from an accredited college or university required, preferably in human services, administration, social work or some related field;
- At least 2 years' experience in program coordination;
- At least 2 years of case management, coaching, or mentoring not required, but preferred;
- Ability to obtain volunteer tax preparer certification;
- Strong ability to effectively communicate both verbally and in written format.
- Strong interpersonal skills with the ability to work independently or with others as a team.
- Ability to develop strong professional working relationships and collaborate with both internal and external partners.
- Ability to persuade or influence others in favor of a service, point of view, or course of action.
- Strong ethical standards, reliability, accountability, professional excellence, positive attitude, and confidentiality.
- Maintain a high level of integrity for self and others.
- Demonstrated excellent customer service skills.
- Excellent attention to detail and sense of urgency, ability to prioritize with an emphasis on quality and accuracy of work.
- Ability to multi-task, prioritize, and deal with interruptions while meeting timely deadlines.

- Ability to change course of action due to shifts in work demands.
- Ability to operate a personal computer using standard or customized software applications appropriate to assigned tasks.
- Demonstrated ability to understand concepts, practices, and procedures with ability to use in varied situations.
- Demonstrated ability to present information to diverse audiences.
- Demonstrated ability to contribute to important strategy, operational and business decisions that affect departments.
- Demonstrated ability to develop solutions using creativity, resourcefulness, innovation, negotiation, and diplomacy.
- Ability to read and interpret documents such as federal and state laws, legal documents, safety rules, operating and procedure manuals.
- Demonstrated ability to build relationships, negotiate, motivate, and persuade others.
- Demonstrated ability to analyze situations, develop solutions using creativity, resourcefulness, innovation, negotiation, and diplomacy.
- Demonstrated ability to adapt and persevere.
- Demonstrated ability to exhibit extreme integrity and confidentiality.
- Demonstrated strong organizational skills and attention to detail.
- Regular and sustained attendance is required.
- Must have valid driver's license and access to transportation throughout the workday.

WHY JOIN US?

- Competitive benefits
 - Insurance: We offer medical, dental, and vision insurance. Employee-only dental and vision coverage, as well as supplemental life/AD&D insurance, short-term disability insurance, long-term disability insurance, and two employee assistance programs, are provided at no cost.
 - Retirement: 401k with 3% safe harbor contribution and up to 2% discretionary employer match.
 - Time away from work: 13 annual holidays, paid annual vacation time accrued based on tenure, paid annual sick leave, up to 4 weeks of paid family care leave and 4 additional weeks of unpaid family care leave.
 - Earned Wage Access: We partner with ZayZoon, an employee benefit that gives you instant access to your wages ahead of payday.
- Flexible work environment
- Supportive and caring team
- Opportunity to make a difference in our community

OUR COMMITMENT TO OPPORTUNITY FOR ALL

We believe that everyone deserves the opportunity to thrive. And that means everyone.

- We value the visible and invisible qualities that make you who you are.
- We welcome that every person brings a unique perspective and experience to advance our mission and strengthen health, youth opportunity, community resiliency, and financial security across our community.

- We believe that each United Way community member, donor, volunteer, advocate, and employee must have access to solving community problems.
- We strive to include practices promoting access and involvement of all community members at the center of our daily work.
- We commit to using these practices for our business and our communities.

PHYSICAL DEMANDS and WORK ENVIRONMENT

This role includes a variety of activities such as sitting, standing, talking, and using a computer or phone. Occasionally, tasks may involve reaching, bending, kneeling, or lifting and moving items up to 25 pounds. The work environment is typical of an office setting, with moderate noise from phones, printers, keyboards, and visitors. It also involves working at a desk, computer terminal, or in conference rooms.

We are committed to creating a workplace where everyone feels included. If any of these tasks or conditions present challenges, we're happy to explore reasonable accommodations to support your success and comfort in this role.

The United Way of the Piedmont has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent an expressed or implied contract of employment nor does it alter your at-will employment, and the United Way of the

Piedmont reserves the right to change this job description and/or assign tasks for the employee to perform, as the United Way of the Piedmont may deem appropriate.

HOW TO APPLY

We know that not everyone checks every box on a job description, and that's okay! If you're excited about this role and believe you could contribute to our team, we encourage you to apply. We value diverse skills, experiences, and perspectives, and we're committed to building a workplace where everyone feels they belong.

United Way of the Piedmont is an Equal Opportunity Employer and Employer of National Service, AmeriCorps, Peace Corps, and other National Service. Alumni are encouraged to apply.

To apply, please email your resume, cover letter, and salary requirements to hr@uwpiedmont.org.