

Join the Team!

Resource Navigator



POSITION SUMMARY:

As a Resource Navigator, you'll be the on-site United Way presence inside partner workplaces, supporting employees as they navigate non-work-related challenges that may affect their well-being or productivity. You'll connect people to community resources, offer financial coaching, lead workshops, and contribute to United Way's broader community impact efforts. If you enjoy problem-solving, building relationships, and making a meaningful difference every day, this role will energize you.

Anticipated Weekly Schedule

For the first 2-3 months of employment – the initial training and onboarding - the Resource Navigator's weekly schedule will be approximately Mon-Fri from 8:30am to 4:30pm. *After* the initial onboarding and training period, the below is the anticipated weekly schedule. This schedule may adjust with advance notice based on the partnering workplace's requirements.

Monday	Tuesday	Wednesday	Thursday	Friday
8:00am to 4:00pm	10:00am to 6:00pm	8:30am to 4:30pm	10:00am to 6:00pm	8:30am to 4:30pm

KEY ROLES & RESPONSIBILITIES:

- Provide one-on-one guidance and resource navigation.
- Maintain a consistent schedule, including on-site office hours and appointments.
- Offer listening support and collaborative problem-solving.
- Help employees create action plans and connect to public and private community resources.
- Build and maintain strong relationships with community service providers.
- Develop outreach strategies to promote supportive services and resources.
- Assist with applications, forms, and related paperwork.
- Conduct follow-up with employees to monitor progress.
- Promote available community resources and financial literacy programs at each workplace.
- Work closely with employers, organized labor, key stakeholders to identify employees in need of support.
- Maintain updated resource lists for referrals.
- Assist in planning and implementing employee workshops on a regular schedule.
- Work in close coordination with United Way team members to ensure program success.
- This position reports to the Vice President of Community Impact.

Other Duties & Responsibilities:

- Contribute to marketing, tabling, and communication efforts to increase awareness.
- Track data, trends, and program utilization.
- Recommend program improvements.
- Participate in trainings, network development, and community events.

QUALIFICATIONS, EDUCATION, AND SKILL REQUIREMENTS:

- High School Diploma or GED. Secondary education certificate or degree preferred.
- At least 1-year in non-profits navigating community resources and/or financial literacy
- Required to obtain the following certificates: Community Resource Specialist, Financial Coaching, Financial Counseling, Mental Health First Aid credentials, training required by partnering workplace, within first 3 months (training provided) along with other training courses as identified or required.
- Creative and innovative problem-solving approach.
- A very high level of confidentiality and discretion is needed.
- Strong written, verbal, public speaking, and active listening skills.
- Additional language proficiency is an asset.
- Strong organizational abilities to manage multiple priorities and data needs.
- Ability to build rapport with employers, employees, organized labor, and other key stakeholders.
- Positive, non-judgmental, and approachable demeanor.
- Proficiency with Microsoft Office (Word, Excel, Outlook, Teams) and ability to learn other technology platforms such as case management software.
- Self-directed, flexible, and able to work with limited supervision.
- Ability to follow employer policies and disclosure requirements.
- Ability to collaborate effectively with colleagues and external partners.
- Professional presence and ability to work well with diverse groups.
- Embody United Way's values and hold a commitment to United Way's mission.

EMPLOYMENT

- Program needs, special events etc. may necessitate work outside of typical hours if needed to accomplish organization mission and program objectives. This position may need flexibility in hours of work with prior notice and planning; early morning, evening, and weekend hours.
- Driver's license is required and access to reliable transportation.
- Approval of background check and screening to meet both UWSECT and partnering employer requirements.
- This position is funded through a workplace partnership for 2 years and 3 months starting August 2026. Should funds not be available or a project inactive, this position may be terminated with notice.

Salary Range: \$48,238 to \$53,173

Interested candidates should submit a cover letter and resume by July 15, 2026 via online application at www.uwsect.org/apply or scott.umbel@uwsect.org.

United Way is an equal opportunity employer committed to diversity in the workplace.