



**Organization:** United Way of the Midlands  
**Job Title:** Program Manager, 211 Helpline  
**Department:** NE IA 211 Helpline  
**FLSA Status:** Full Time, Exempt  
**Location:** Omaha, NE (onsite)

**UWM's Mission: To UNITE our community's CARING SPIRIT to build a STRONGER tomorrow.**

**UWM Guiding Principles:**

- Build **TRUST** in everything we do
- Extend **GRACE** by thinking beyond yourself
- Show **GRIT** by bringing it every day
- Be **OPEN** to embrace others' differences
- Actively **ENGAGE** by listening and sharing
- Live **CURIOUSLY** to learn constantly

As an organization that has been around for 100 years, United Way of the Midlands (UWM) has maintained a long-standing commitment to addressing social injustice by serving the underserved and partnering with other organizations that are striving to create a more equitable community. We are diligently working to learn more about the experiences of different communities and to strive for inclusivity and equity so individuals and families can lead the best lives possible.

The Program Manager, NE 211 Helpline is responsible for the overall management of NE 211 contracted programs ensuring effective service delivery and contract compliance requirements. Provides fiscal responsibility for the programs to include budget monitoring, program accountability, and fulfillment of program goals, Oversees data collection and reporting functions. Establishes and maintains professional working relationships with other community agencies. This person will inspire and lead the team members by example, assess their work, and give them feedback to maximize performance.

**Duties and Responsibilities:**

- Oversees all functions and activities of all contracted programs. This includes being the subject matter expert, maintaining a positive relationship with the contractor, and developing and maintaining the process.
- Works with staff to plan, implement and evaluate the program's effectiveness in meeting the needs of our community.
- Direct and verify payment requests for program vendors
- Ensures client information is properly collected and works with Community Research Analysts to compile monthly reports and annual reports.
- Monitors budget performance on a monthly basis to make certain expenditures are appropriate to the approved budget.
- Supervise correspondence to applicants, participants, and owners.
- Assists with the preparation of proposals and budgets for the recertification of program funding based on community needs
- Leading Team Meetings, asking questions to better understand the requests Referral Specialists are receiving, educating, and coaching specialists regarding processes and practices, and explaining expectations to team members
- Participates in collaborative efforts to develop community-wide best practices for addressing unmet needs

- Conducts regular oversight of client's case files to ensure documentation of services and verifies documents are on file and staff have completed proper documentation.
- Confirm clients are receiving appropriate supportive services according to their individual needs
- Fosters a positive working environment, focusing on teamwork
- Efficiently and appropriately delegates tasks
- Regular communication with the Director, NE 211 Helpline, Database Manager, and Training and Quality Manager NE 211 Helpline
- Stay informed and up to date on CRS standards and industry knowledge

**Education and/or Experience:**

- Bachelor's degree (preferred) from a four-year College or University and/or 5 years of related experience.
- Must be CRS certified as an Information and Referral Specialist or be eligible for certification, and pass the test within 12 months from the hire date
- Supervisory experience of two years preferred

**Required Skills and Abilities:**

- Outstanding communication and supervising abilities
- A results-oriented approach
- Experience managing multiple programs
- Ability to work under pressure
- Ability to relate effectively to a wide range of people from all economic, racial, age, ethnic, religious, social groups, etc.
- Ability to adapt to changing situations while maintaining a high standard of quality and professionalism.
- Ability to communicate effectively within own department as well as with other departments within the organization and externally in the community
- Exceptional interpersonal, leadership, supervisory, and organizational skills
- High level of professionalism, confidentiality, and capacity to work independently
- High level of written and verbal communication skills with attention to detail and organization
- Demonstrate proficiency in using call center software, computer hardware, and telephone equipment
- Ability to work alternative schedules and demonstrate flexibility in times of disaster
- Engage in and maintain knowledge of UWM programs and strategies

**Physical Requirements:**

- Prolonged periods of sitting at a desk and working on a computer.
- Regularly reach with hands and arms and talk or hear.
- Occasionally required to walk; climb or balance and stoop, kneel, crouch, or crawl.
- Must occasionally lift and/or move up to 10 pounds.
- Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.
- The noise level in the work environment is usually moderate.

**Benefits:**

- Shared health, dental and vision insurance
- Generous 401(k) Retirement plan
- Paid vacation and sick time
- Employer paid life and disability insurance
- Professional development assistance
- Tuition reimbursement
- Onsite cafeteria and gym

**How to Apply:**

Please submit your cover letter and resume to [resume@UWMidlands.org](mailto:resume@UWMidlands.org) *United Way of the Midlands is an equal opportunity employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability status, protected veteran status or any other characteristic protected by law.*