

DISASTER CASE MANAGER

Reports to the Disaster Case Management Lead

Full time, exempt, 37.5 hours per week

Salary Range: \$45,000 - \$50,000

A generous benefit package includes vacation, holiday and PTO leave, health, dental and life insurance, and a SEP retirement plan.

Overview

United Way of Henderson County (UWHC) has organized and mobilized community resources to improve the lives of Henderson County, North Carolina residents since 1953. UWHC brings together partners from businesses, education, government, faith-based, and nonprofit organizations to work toward common goals, resulting in a better quality of life for all.

In the wake of Hurricane Helene, UWHC has been serving our mission at an elevated capacity to meet the new and expanded needs to organize and mobilize community resources, which include:

- Mobilizing significant amounts of supplies and organizing hundreds of volunteers (more than 1,500 volunteer shifts serving 6,600 volunteer hours to support response and recovery efforts);
- Coordinating nonprofit inter-agency communication across Henderson County to create essential communication channels, ensure resources get where they are most needed, and identify gaps in available resources;
- Organizing and mobilizing local nonprofit partners and equipping them with the information and resources needed for effective community response.

UWHC has been a key partner in creating the Disaster Recovery Partnership (DRP), the long-term recovery group formed in response to the devastation Hurricane Helene wrought in Henderson County. The DRP's mission is to unite and empower Henderson County communities in the face of disasters by promoting effective information sharing, simplifying access to critical resources for individuals and families, and collaboratively addressing unmet needs.

To support the DRP's work, UWHC is hiring a Disaster Case Manager to partner with disaster-affected individuals and families to help identify needs, develop recovery plans, and access resources. The Disaster Case Manager will act as a facilitator and advocate for individuals and families throughout their recovery process in coordination with partner agencies across Henderson County. UWHC has agreed to serve as the DRP's fiscal sponsor through December 31, 2026 and will hire and support DRP staff during this transition period.

Main Duties:

The Disaster Case Manager will:

- Actively maintain a caseload of disaster survivors to determine and address survivors' specific needs throughout their unique recovery journeys;
- Serve as a primary point of contact for survivors and assist with coordinating necessary services and resources to address the client's complex disaster recovery needs;
- Empower survivors to play an active or lead role in their own disaster recovery;
- Reach out to assigned survivors to schedule screening and intake;
- Perform assessment and verification of disaster recovery needs;
- Monitor each survivor's recovery progress and work with survivors to revise and update their plan as the recovery progresses;

- Network with other organizations to guide clients through sequence of delivery without duplication of benefits or services;
- Advocate with and for survivors through activities including but not limited to providing support and advocacy with governmental and non-governmental agencies and organizations when necessary;
- Respect every survivor's right to privacy and protect each survivor's confidential information;
- Work in a respectful, non-judgmental, and non-discriminatory manner;
- Insure that all necessary forms and releases are signed;
- Keep notes of all conversations with survivors in their file;
- Stay on top of community resources and refer survivor as needed;
- Close cases with survivors and conduct survivor satisfaction interviews; and
- Participate in the DRP's Disaster Case Management Committee meetings.

Qualifications:

Ideal qualifications of the Disaster Case Manager include:

- Lived experience and/or academic understanding of case management;
- Empathy for people in disasters and/or experiencing trauma;
- Strong interpersonal and communication skills;
- Strong ethical conduct;
- Excellent organizational skills;
- Flexibility in changing circumstances and environments;
- Ability to work with people of all ages, backgrounds, and cultures;
- Excellent computer skills including word processing and spreadsheets; and
- Proficiency in Microsoft Office and Google Suites of Products; and
- Experience with NCCARE360 is a plus.

To apply:

Resume and cover letter are required. Please send a resume and a detailed cover letter, that demonstrates the fit between your qualifications to the skills and experience above, in one pdf file using the following naming convention: "Your Last Name-Your First Name.pdf", via email only to: jobs@liveunitedhc.org

Please, no phone calls, faxes, or snail mail.

The hiring process:

UWHC staff will begin reviewing applications immediately and will remove this job description from liveunitedhc.org/careers once the position is filled.

Candidates from diverse backgrounds are encouraged to apply. Studies have shown that candidates that are female and/or BIPOC are less likely to apply for jobs unless they meet all of the qualifications they find in the job description. We are seeking the best candidate for the job, and that candidate may be a person who comes from a less traditional background.