

DISASTER CASE MANAGER

Reports to the Director of Disaster Case Management

9-month contract/hourly position: September 1, 2026 – May 31, 2027

37.5 hours per week; \$40 per hour

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 Helene, UWHC has been serving our mission at an elevated capacity to meet the new and expanded needs to organize and mobilize disaster resources. UWHC now leads the Disaster Recovery Partnership (DRP), Henderson County's long-term recovery group. 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.

We recognize that complex challenges require coordinated, long-term solutions and we have built a system that reflects that reality. The DRP provides a transformative model of intensive, holistic case management with wraparound services to serve disaster survivors.

As of June 2026, our case managers, representing eight local organizations, provided holistic case management to more than 770 neighbors recovering from Helene. Forty percent of the clients are children or seniors and 36% of households served include a veteran. In addition to financial assistance, many clients have received support for home repairs and rebuilding, temporary housing, transportation solutions, and essential household items needed to reestablish stable living conditions.

To support the DRP's work and expand our case management capacity, UWHC is hiring an additional full-time 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.

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 recovery needs;
- Empower clients to play an active or lead role in their own disaster recovery;
- Reach out to assigned clients to schedule screening and intake;
- Perform assessment and verification of disaster recovery needs;
- Monitor each client's recovery progress and work with clients 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 clients through activities including but not limited to providing support and advocacy with governmental and non-governmental agencies and organizations when necessary;
- Respect every client's right to privacy and protect each client'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 clients in their file;
- Stay on top of community resources and refer clients to resources as needed;
- Close cases with clients and conduct client 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, organizational, and communication skills;
- Strong ethical conduct;
- Flexibility in changing circumstances and environments;
- Ability to work with people of all ages, backgrounds, and cultures;
- Ability to track client progress and notes in an online system; and
- Excellent computer skills including word processing and spreadsheets.

How 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.