



BCLTRG Intake & Triage Coordinator (grant-funded)

If you excel at organizing information, connecting people to resources, and keeping multiple moving parts on track, the Intake and Triage Coordinator role with United Way of Asheville and Buncombe County (UWABC) and the Buncombe County Long-Term Recovery Group (BCLTRG) is where you want to be. The Intake and Triage Coordinator for the BCLTRG plays a critical role for disaster recovery referrals, ensuring individuals and families impacted by Hurricane Helene are quickly matched with the right services and support.

The [BCLTRG](#) is a collaborative network of nonprofits, faith-based organizations, government agencies, and community partners working together to support equitable, coordinated disaster recovery following Hurricane Helene. Operating through a committee-led structure, the BCLTRG aligns resources, shares information, and streamlines services to ensure that individuals and families across Buncombe County, particularly those most impacted, can access the support they need to rebuild and recover. This position is a grant-funded position through December 2026 with the hope to extend past this date based on available funding. The goal for the BCLTRG is for it to become an independent non-profit organization. This position would, in the future, transition to direct employment with the BCLTRG.

As the Intake and Triage Coordinator, you serve as the first point of contact for individuals and families impacted by disasters seeking assistance. This role is responsible for gathering essential client information, conducting preliminary needs assessments, verifying eligibility, and assigning cases to Disaster Case Management Agencies based on needs and organizational capacity. The Coordinator ensures timely, compassionate, and efficient service delivery, contributing to the organization's goal of helping survivors recover and rebuild their lives. In cases where there is no available match with a partner agency, the Coordinator may also provide short-term or limited disaster case management directly to ensure continuity of support.

KEY RESPONSIBILITIES

Client Engagement & Triage

- Receive incoming referrals from the case management platform.
- Regular engagement at partner agencies to support in-person walk-in clients.
- Enter accurate and complete information into the case management platform.
- Screen for eligibility based on program criteria.
- Review, prioritize, and assign cases to partner agencies based on demographics, location, and nature of needs.
- Ensure culturally competent and trauma-informed interactions with all clients.
- Help identify and address access barriers for individuals who may be underrepresented or face systemic challenges in receiving assistance.
- Ensure automated communication systems are functioning properly to notify clients of referral status, next steps, or ineligibility, and intervene when clarification or follow-up is needed.
- Provide temporary disaster case management in situations where immediate support is needed and a partner agency is not available, including needs assessments, recovery planning, and connection to financial assistance and community resources.

Cross-Agency Coordination

- Maintain strong communication with Disaster Case Management Lead, committee chairs, and partner agencies.
- Collaborate with the Case Management Lead to support onboarding and consistent triage practices across partner agencies.
- Monitor agency capacity to ensure referrals align with available resources, and proactively adjust triage assignments in coordination with partner organizations.
- Provide occasional backup or cross-coverage support to the Disaster Case Management Lead as needed, especially during high-volume intake periods.
- Help facilitate regular case assignment reviews to ensure balance across agencies and surface systemic gaps in capacity or services.
- Flag situations where no agency is available for assignment and initiate direct case management to bridge the gap, notifying the Disaster Case Management Lead and supporting timely follow-up.

Data Systems & Reporting

- Utilize the coordinated technology platform to track and maintain intake and triage statistics for program evaluation.
- Provide regular updates on intake trends, urgent cases, and unmet needs.
- Ensure compliance with data privacy regulations (e.g., HIPAA, local confidentiality requirements).
- Support reporting requirements for funders and disaster recovery partners.
- Contribute to the development of intake dashboards or reporting tools to help visualize and share trends.

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are associated with the position. Duties, responsibilities and activities may change or new ones may be assigned at any time with or without notice.

Minimum Requirements

- 1+ years of experience in intake, client services, or case management, ideally in a disaster recovery, social services, or crisis response setting
- And an Associate's degree in social work, human services, or related field or 2 years of equivalent work experience
- Strong interpersonal and active listening skills
- Ability to communicate (oral and written) in Spanish
- Ability to manage multiple priorities
- Proficiency in data entry and case management software
- Commitment to the [mission and guiding principles](#) of UWABC and BCLTRG and ability to model those principles

Technical Skills, Abilities and other Requirements

- Technical proficiency with computers, Google Workspace (Gmail, Docs, Drive, Sheets) and strong ability to learn and use a variety of other platforms (e.g., Asana)
- Strong multitasking and organizational skills
- Understanding and sensitivity to diverse cultural backgrounds and needs
- Commitment to trauma-informed care principles and applying them in real-world practice
- Ability to communicate (oral and written), in English
- Valid North Carolina Driver's License with a driving record that meets insurance requirements

Nice to Have

- Familiarity with disaster recovery programs, resources, and policies
- Training in trauma-informed care and cultural humility

- Prior experience working within a United Way or similar collaborative framework

Work Environment

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals who are differently abled to perform the essential functions.

While performing the duties of this position, the employee is regularly required to:

- Sit, stand, walk, reach with hands and arms, talk and hear
- Use finger and hand motion.
- Specific vision abilities required by this job include close vision, distance vision, depth perception and ability to adjust focus.
- Moderate level of stress caused from tight deadlines.
- Moderate level of mental and/or visual fatigue and/or eyestrain may result from looking at a computer screen for extended periods of time.
- Occasional work in the community at meetings.
- Occasional work outside of normal business hours.
- Occasional travel is required.
- Moderate office noise level.

This position is exempt from overtime regulations. Hybrid work environment: a mix of office, remote, and community settings (e.g., visiting partner sites, attending local events, and potentially attending relevant conferences and/or regional or statewide gatherings). As part of our hybrid work policy, new employees are required to work from the UWABC office a minimum of 3 days per week for the first 90 days, and then the schedule can be modified based on conversations with the supervisor.

Reports To: Disaster Case Management Lead

Supervises: 0

Hours: 40/week

Hiring Range and Benefits: \$46,000 - \$50,000 annually plus full benefits, including paid vacation, sick and personal leave; employer contributions to 401(k), 100% employer paid premiums for employee health, dental, and vision insurance and contributions for dependents to insurance benefits. Self-care fund, life and disability insurance, and coaching and support.

United Way of Asheville and Buncombe County is an equal employment opportunity employer and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability status, protected veteran status, or any other characteristic protected by law