



DISASTER CASE MANAGEMENT DIRECTOR
Reports to the Disaster Recovery Senior Director
Full time, exempt, 37.5 hours per week
Salary Range: \$55,000 - \$65,000

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 Management Director (DCM Director) to oversee all aspects of disaster case management and disaster case managers to ensure survivors are served with equitable access to resources and care. The DCM Director will serve as "air traffic control" between information about survivors coming into the DRP's Disaster Case Management System and the disaster case managers working across multiple agencies. 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. When the Disaster Recovery Partnership is a self-sufficient 501(c)3 nonprofit entity, the DCM Director will be well-positioned to serve in a leadership role.

Main Duties:

The DCM Director will:

- Actively maintain a small caseload (e.g. 5 cases) of disaster survivors to determine and address survivors' specific needs throughout their unique recovery journeys by:
 - Empowering survivors to play an active or lead role in their own disaster recovery;
 - Reaching out to assigned survivors to schedule screening and intake;
 - Performing assessment and verification of disaster recovery needs;
 - Monitoring each survivor's recovery progress and working with survivors to revise and update their plan as the recovery progresses;

- Networking with other organizations to guide survivors through sequence of delivery without duplication of benefits or services;
- Advocating 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;
- Respecting every survivor's right to privacy and protecting each survivor's confidential information;
- Working in a respectful, non-judgmental, and non-discriminatory manner;
- Insuring that all necessary forms and releases are signed;
- Keeping notes of all conversations with survivors in their file;
- Staying on top of community resources and referring survivor as needed; and
- Closing cases with survivors and conducting a survivor satisfaction interview.
- Directly manage the UWHC-employed disaster case manager;
- Assign survivor cases to disaster case managers working across Henderson County, including those employed by partner agencies;
- Conduct periodic debriefings with disaster case managers and monitor their selfcare;
- Cross-reference information between the DRP's Disaster Case Management referral platform and additional data sets to ensure no duplications of services and build a more complete survivor profile for disaster case managers;
- Participate in and provide reports to DRP committees including but not limited to the Disaster Case Management Committee and the Unmet Needs Committee; and
- Ensure survivors' cases are closed properly.

Qualifications:

The DCM Director must have:

- Case management experience;
- Empathy for people in disasters and/or experiencing trauma;
- Strong interpersonal and communication skills;
- Strong ethical conduct;
- Experience effectively collaborating with multiple groups or individuals;
- Excellent management and 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;
- 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.