

# United Way of Hernando County, Inc.

## EMPLOYMENT OPPORTUNITY

Title: **Program Care Coordinator**



**UNITED WAY**  
Hernando County

**Departments:** Community Emergency Assistance, Program Outreach, Long-Term Recovery

**Reports to:** Executive Director and Community Impact Director

**Position Status:** Full-Time | Monday-Friday | 9:00am-5:00pm

**Desired Education:** field experience or pursuing AA/BS/BA/BSW

**Hourly Starting Pay Range:** \$18-\$21

**Job Classification:** \*Non-Exempt

**Eligible for "Healthy Living Allowance"**

Released Dec. 2025

### POSITION SUMMARY

The Program Care Coordinator is responsible for advancing long-lasting, meaningful community change by supporting United Way of Hernando County's impact initiatives through **Health, Education, Financial Stability, and Basic Needs/Crisis Prevention**. This non-profit organization position focuses on addressing local community priorities through direct client services, case management, program coordination, advocacy, and community outreach. The Program Care Coordinator plays a key role in connecting individuals and families to critical resources while supporting collaborative partnerships across the community. The ideal candidate is self-motivated, detail-oriented, compassionate, and able to work both independently and as part of a team. Strong communication, organizational, and data management skills are essential.

### ESSENTIAL FUNCTIONS

- Conduct emergency assistance intake, comprehensive client assessments, service planning, follow-up, and evaluations.
- Schedule and conduct intake interviews, accurately determining client needs and eligibility on a case-by-case basis.
- Provide ongoing case management using critical thinking, problem-solving, time management, and organizational skills.
- Develop and maintain working knowledge of local health and human services, community resources, and service gaps; serve as a liaison and advocate for clients.
- Make referrals to appropriate health & human services and navigate options, while following referral protocols and ensuring continuity of care.
- Help oversee Hernando's Long-Term Recovery Group Unmet Needs & Disaster Case Management Sub-Committees, and relief/response/recovery activities as needed.
- Maintain accurate, timely, and confidential client records within internal databases and partner systems.
- Oversee day-to-day program operations, including outreach efforts and coordination of services.
- Assist with the planning and implementation of integrated systems and initiatives designed to meet community needs.
- Build, recruit, and manage collaborative relationships across diverse sectors of the community through assigned coalitions and committees, while adhering to United Way's Code of Ethics Core Values, and Workplace Culture Policy.
- Organize and administer multiple projects simultaneously while maintaining accuracy, professionalism, and timeliness.
- Handle administrative responsibilities such as answering phones, greeting clients, data entry, scheduling, and collecting required documentation.
- Communicate effectively in written, verbal, and public speaking settings, including reporting and presentations.
- Appropriately handle confidential information and navigate sensitive situations in accordance with established procedures and protocols.
- Provide flexible support across departments and perform additional duties as assigned.

### REQUIREMENTS:

- Knowledge of Hernando County resources and local health and human service systems.
- Case management experience or related public service skills.
- Demonstrates compassion, cultural competency, and respect when working with diverse populations.
- Ability to work independently while contributing effectively in a team environment.
- Strong organizational, multitasking, and time-management skills, with the ability to meet deadlines.
- Proficiency in Microsoft Office applications and database systems.
- Strong oral, written, and interpersonal communication skills.
- Comfortable with public speaking and community engagement.
- Professional workplace demeanor with strong interpersonal and customer service skills.
- Ability to listen, follow instructions, and exercise sound judgment.
- Willingness to take initiative, demonstrate organized leadership skills, and conduct research.
- Has enthusiasm for collaborative, community-focused work.

#### ***Desirable:***

- *BSW or equivalent field experience.*
- *A reliable, mission-driven team player committed to long-term service and meaningful career growth.*
- *Creative content creation (via Canva, etc.) and knowledgeable with platforms such as Monday.com.*

\*In compliance with the Fair Labor Standards Act, this position is classified as a non-exempt position and the employee is eligible for approved overtime. Some evening and weekend hours may be required.

If you are interested in joining our **LIVE UNITED** Team, both a **cover letter** and **resume** must be submitted to [Careers@UnitedWayHernando.org](mailto:Careers@UnitedWayHernando.org) for consideration.  
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