



**ORANGE COUNTY UNITED WAY
JOB DESCRIPTION**

Job Title: Whatever it Takes (WIT) Specialist	Reporting To: Whatever it Takes (WIT) Manager
Department: United to End Homelessness	Position: Full-time/Hourly

Purpose of Position

The Whatever it Takes Specialist is responsible for implementing the Whatever it Takes (WIT) program, a program that supports over 40 partner agencies that provide CalAIM housing supports to CalOptima members. The goal of the WIT program is to expedite the time it takes to house an individual or family experiencing homelessness or housing insecurity and provide additional supports to aid in housing stabilization and prevent re-entry into homeless. The supports include providing flexible funding to help eligible households overcome financial barriers and secure housing. The WIT Specialist will support the WIT Manager with the facilitation of funding requests and the implementation of the program with the partner agencies.

Key Duties and Responsibilities

- Assist the WIT Manager with the execution of WIT program procedures, policies, and protocols.
- Assist in the facilitation of funding requests including vetting requests, verifying documentation, confirming eligibility, preparing claims for payment issuance, and tracking progress of payments that are made to expedite the move-in process.
- Maintain positive relationships with WIT partner agencies and their staff by providing training support and technical assistance.
- Understand and comply with contractual obligations, HIPAA and PHI data sharing policies, and program performance metrics defined by funders.
- Maintain data integrity in digital databases including inputting and tracking agency and program participant information to ensure accuracy of program outcomes and evaluation.
- Provide excellent customer service to WIT partner agencies, property providers, and vendors in regard to funding requests and payment issuance.
- Work collaboratively with other United Way staff, as needed, to ensure the success of the program.
- Assume other duties as assigned.

Job Requirements

- Proficient organizational skills and ability to manage multiple tasks simultaneously.
- Excellent customer service skills. Ability to respond to customer complaints, provide appropriate solutions and alternatives within the time limits, and follow-up to ensure resolution.
- Detail orientation for management of files, data tracking, trainings and contract compliance.
- Database management.



- Case management or housing navigation experience with people affected by homelessness, substance use disorders, chronic health and mental health concerns, domestic and intimate partner violence, and/or human trafficking preferred, but not required.
- Bachelor's degree or higher in Social Work, Sociology, Psychology, Human Services, or a related field preferred, but not required.
- Fluency in the English language is required. Spanish speaking ability preferred, but not required.
- Experience with computer applications and knowledge of Microsoft Office and SalesForce.

Core Competencies

- Commitment to the mission and values of the organization.
- Understanding of, and commitment to, the Housing First philosophy.
- Understanding of, and commitment to, strengths-based services and trauma informed care
- Excellent communication skills, particularly listening, verbal communication, and writing skills.
- Exemplary interpersonal skills, experience with mediation and negotiating.
- Demonstrated organizational skills with ability to meet a demanding workload and work with a diverse set of stakeholders.
- Creative thinker/adaptive/problem solving personality.
- Ability to maintain productive, professional relationships with various stakeholders.
- Sensitivity to cultural and socioeconomic characteristics of population served.
- Ability to work collaboratively with other personnel and/or service providers or professionals.

Physical Demands

Physical demands are representative of the requirements necessary for an employee to successfully perform the essential functions of this position. The employee is required to actively listen and communicate clearly. The employee is required to stand and publicly speak. The employee is required to walk, reach with arms and hands, climb, balance, twist, lean, move from one location to another, and to stoop, kneel, crouch or crawl. Vision abilities required by this job include close and far. Reliable transportation and a clean driving record are required as the employee will need to travel throughout Orange County. Ability to operate a computer keyboard and mouse, and lift files and reports is required. Employee must be able to lift and carry 25 pounds.

Compensation:

- Commensurate with experience, education, and market, \$26-36 per hour
- Competitive benefits.

Send Cover Letter and Resume To:

recruiting@unitedwayoc.org

Orange County United Way
18012 Mitchell South, Irvine, CA 92614

www.unitedwayoc.org