

**United Way  
of Greater Chattanooga**



**United Way of Greater Chattanooga is searching for a Resource Directory Intern. This is a paid position and will be part of the Community Investments department. This person will report to the Community Resource Coordinator.**

**Salary: \$500 Bachelor's Degree**

**\$750 Master's Degree**

**Purpose of Position:**

The purpose of this position is to assist the Community Resource Coordinator with the development and maintenance of the Service Point resource directory. In addition to communicating with local agencies regarding the verification work, interns at times may help answer questions about using the UWGC resource website. The intern will also have opportunities to attend community meetings to learn about new resources that can be added to the directory. Additional responsibilities will include researching evidence-based practices for the development of a database maintenance policy and strategically exploring how we can better support rural communities.

**Job Duties and Responsibilities**

- Communicate with agencies listed in the resource directory about verifying their listed program information
- Develop and cultivate relationships with rural community agencies
- Attend community meetings in rural counties to communicate with agencies about the maintenance work and to learn about new resources that can be added to the directory
- Summarize key takeaways from each community meeting
- Assist the Community Resource Coordinator with the development and implementation of an assessment tool to determine community needs and assets
- Develop an evaluation tool to determine ways to improve maintenance practice

- Learn how to use UWGC resource website to be proficient enough to troubleshoot issues community agencies may experience when verifying their agency profile
- Find and summarize evidence-based research for the development of a database maintenance policy, inclusion criteria, and user-friendly and inclusive resource website
- Meet regularly for supervision with the Community Resource Coordinator to discuss progress with completing assigned tasks as well as to discuss research findings
- Work with the Community Resource Coordinator to assess 2-1-1 reported call needs and referrals to determine which resources could be added to better serve the caller needs

### **Education**

- A bachelor's degree in a relevant field

### **Knowledge, Skills, and Abilities**

- Experience working with social service agencies
- Detail-oriented
- Creative thinker
- Exceptional writing and editing skills
- Ability to analyze 2-1-1 call trends
- Proficiency in Microsoft Word, Excel, and Outlook
- Ability to think critically, research, synthesize, and communicate findings effectively
- Willingness to openly communicate when uncertain

### **Working Conditions**

Work schedules can be flexible and a hybrid work schedule can be accommodated.

### **Other Duties**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

If you are interested in applying for this position, please submit your cover letter and resume to [tammymccallie@uwchatt.org](mailto:tammymccallie@uwchatt.org).