



United Way of Lancaster is looking for a Program Supervisor to join our PA 211 East team. United Way for nearly 100 years has brought together the financial resources of donors, the passion of community volunteers, the expertise of community partners, and the dedication of the United Way staff to create change in our community. If you are a passionate and dedicated individual with a desire to make a difference, we'd like to talk to you.

The Supervisor Position is responsible for providing day-to-day operations for PA 211 East's 7 county service area, while acting in accordance with our values, vision, and mission.

**Responsibilities:**

- Manage 211 operations by implementing policies and procedures that ensure delivery of high-quality information and referral services to all callers.
- Coach and develop the team of Resource Navigators by monitoring call handling, review caller records and providing feedback.
- Manage performance of the team by setting expectations and performance standards through 1v1's and performance reviews.
- Oversee and manage team schedules to ensure fully staffed.
- Represent PA 211 East in the community.

**Qualifications:**

- Bachelor's degree in social work or equivalent work experience in health and human services field.
- Bilingual in Spanish and English a plus
- A Valid Driver's License is required
- Clearances are required with relevance to the position

This is full-time, Monday – Friday.

We offer a competitive compensation and benefits package.

Please send your resume to [btice@uwlanc.org](mailto:btice@uwlanc.org). No phone calls please.

All United Way of Lancaster employees are employed at will.

United way of Lancaster is an Equal Opportunity Employer committed to diversity in the workplace.

All qualified applicants will receive consideration for employment without regard to sex, race, color, age, national origin, religion, sexual orientation, gender identity, protected veteran status, disability, or other protected status.