

United Way of West Florida Position Description

Position/Title: First Responder Ambassador

Incumbent/Candidate: New Position

Reports to: Lead Care Coordinator

Exempt/Non-exempt: Non-exempt

Pay Rate: \$26.44 hour

General Purpose:

To promote the First Responder HERO program throughout the 211 Northwest Florida coverage area.

Position Summary

The Ambassador is a crucial part of promoting the HERO Line to First Responders, the media, and the community. This includes outreach and networking with First Responder providers throughout the 211 Northwest Florida coverage area, to broaden awareness of the HERO Line. A vital component of the position is to establish connections with First Responders and share support offered by the HERO Program. The Ambassador will seek information and resources available for First Responders and their families. The Ambassador must be able to work diligently and independently and possess skills of engagement and positive regard. The primary responsibility is to develop and carry out strategies to engage First Responders by cultivating and maintaining positive productive connections with First Responders and the organizations to which they are connected. **The Ambassador must be a *First Responder or former First Responder with at least three years of experience.** This position reports to the Lead Care Coordinator and in their absence the VP of Impact Services.

Duties and Responsibilities

- Advance the mission of the 211 Northwest Florida by assisting First Responders in need of information and referral
- Identify and create new connections to First Responder organizations and strengthen existing relationships to raise the profile of First Responder Services.
- In collaboration with the Marketing team, create and implement strategies to increase utilization of the Hero Line by First Responders and their families
- Attend and assist with UWWF/211 Northwest Florida outreach and fundraising events, including third-party sponsored events, specific to raising funds for sustainability of First Responder Services
- Track efforts in the community (such as, events attended, location of event, point of contact, event outcome)
- Travel throughout the 211 Northwest Florida coverage area for First Responder related events, meetings and networking opportunities
- Build education and awareness of available resources and drive callers to the First Responder hope Line for behavior health support.
- Work alongside with other First Responder Team members and attend scheduled team meetings
- Attend UWWF-related events and staff meetings
- Expand disaster related knowledge and training as it relates to UWWF's COOP practices
- Maintain a climate of professionalism, integrity, advocacy, and confidentiality.

- Have knowledge of and comply with the policies and procedures of the Agency.
- Perform other duties as assigned by supervisor and the VP of Impact Services.

Hours: A base of M-F 8am-5pm with a high degree of flexibility that includes evenings and weekends as required. 211 Northwest Florida operates as a 24/7/365 service. Employees could be required to work during hurricanes and other times of disasters/critical incidents.

Education and Experience

- High School diploma, college degree preferred
- First responder or former First Responder with at least three-year experience required
- Established relationships with a diverse group of First Responder organizations with an emphasis on individual First Responders
- Demonstrated public speaking skills and experience
- Strong work ethic and self-management skills
- Professional wardrobe and appearance appropriate to diverse settings

Physical Requirements:

- Sit at workstation for long periods (4-6 hours); travel throughout service area

Key competencies:

- Mission focused
- Strong interpersonal and communication skills
- Public speaking skills and experience
- Relationship-oriented
- Collaborator and team builder
- Results driven
- Ability to work independently, problem solve and make decisions
- Skills in operating a variety of software programs on a personal computer