



Community Resiliency Program Manager

If you love working in a strong team environment, are organized, have good people skills, and are driven to help communities recover and build long-term resilience, then United Way of Asheville and Buncombe County (UWABC) is where you want to be. The Community Resiliency Program Manager plays a central operational role in UWABC's disaster recovery and community resilience work and works closely with the Senior Director, external partners and networks, and internal departments while holding true to UWABC's long-term strategic vision.

Position is responsible for implementing and managing day-to-day Resilience Hub operations, leads coordination of the Helene Fund distribution process, and drives development of UWABC's disaster activation plan, including coordination across departments.

Key Responsibilities

Community Resiliency Integration

- Represent UWABC's community resiliency work in external networks, coalitions, and learning spaces, including United Way Worldwide convenings and regional resiliency initiatives, and bring insights back to inform internal strategy and programming.
- Serve as a connector across UWABC departments, helping integrate resiliency thinking into related work areas such as Community Schools, volunteer engagement, and NC 211.
- Stay current on emerging trends and best practices in community resiliency and disaster recovery, sharing relevant information with the Senior Director and broader team.
- Support grant reporting requirements and contribute to narrative reports as needed.

Helene Fund Administration & Distribution

- Serve as the operational lead for Helene Fund distribution, managing the Request for Proposals process, review, and processing of grant applications and contracts.
- Ensure fund distribution is responsive to community need, informed by ongoing stakeholder engagement, and reaches marginalized communities equitably.
- Maintain accurate records, documentation, and compliance requirements for fund disbursement.
- Support communication with applicants, grantees, and internal stakeholders throughout the grants process.
- Track fund utilization and prepare regular reports on distribution progress and outcomes.

Disaster Preparedness & Activation

- Lead the development and finalization of UWABC's disaster activation plan, coordinating with the Senior Director, Buncombe County, and relevant departments to ensure alignment with county-level protocols and clear roles across all teams.
- Engage and manage any contracted support to advance plan development, ensuring deliverables remain on track.
- Support testing and training activities to build organizational readiness.
- Maintain and update UWABC's internal disaster preparedness manual as part of the activation plan in collaboration with Human Resources.

- Support disaster preparedness awareness by connecting community members, partners, and staff to available training and resources, and help convene preparedness workshops as need arises.
- During disaster activations, provide on-the-ground coordination support to ensure smooth communication and resource flow between partners and stakeholders.

Resilience Hub Operations & Network

- Manage day-to-day operations of the UWABC Resilience Hub, serving as the primary point of contact for community members seeking supplies, referrals, and resources.
- Assist in ongoing evaluation and improvement of hub processes and procedures.
- Utilize NC 211 and other resource databases to connect community members with services and track interactions.
- Oversee the Resource Room, including supply procurement, inventory management, and coordination with in-kind donors and tenants.
- Help advance the vision of UWABC's building as a resilience hub – contributing to planning conversations, identifying infrastructure needs, and supporting stakeholder engagement around the hub model.
- Build and maintain relationships with other resilience hubs across the community to support coordination, shared learning, and supply sharing.

During active disaster response or recovery phases, this position may be activated to support emergency operations and could be temporarily reassigned to duties outside the normal scope of this role in alignment with organizational needs.

This job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are associated with the position. Duties, responsibilities, and activities may change, or new ones may be assigned at any time with or without notice.

MINIMUM REQUIREMENTS

- Bachelor's degree in disaster management, health and human services, or related fields, plus 2 or more years of experience in disaster recovery, emergency response, grant administration, or nonprofit program management, or 5 years of equivalent experience. Demonstrated Helene recovery work counts toward the requirement.
- Experience working with diverse populations and understanding the unique challenges faced by marginalized communities.
- Commitment to the mission and guiding principles of UWABC and ability to model those principles.

TECHNICAL SKILLS, ABILITIES, AND OTHER REQUIREMENTS

- Technological proficiency with computers and software, including working knowledge of Google Workspace (G-Suite) and Microsoft Office applications.
- Demonstrated ability to quickly learn and use new platforms and adapt to evolving technological tools.
- Strong project management skills with the ability to manage multiple priorities, timelines, and partners simultaneously.
- Effective verbal and written communication skills in English, with the ability to tailor messages to diverse audiences.
- Active listening and the ability to engage thoughtfully with community members, partners, and team members.
- Strong interpersonal and customer service skills, including patience, empathy, and cultural sensitivity.
- Demonstrated ability to treat others with respect and dignity, fostering an inclusive and supportive environment.
- Takes a collaborative approach to addressing challenges, valuing input and shared solutions.
- Excellent organizational skills and attention to detail, especially in managing documentation, supply inventories, and financial records.

NICE TO HAVE

- Ability to communicate (oral and written) in Spanish
- Prior experience working within a United Way
- Familiarity with disaster recovery programs, FEMA resources, and long-term recovery frameworks.

WORK ENVIRONMENT

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals who are differently abled to perform the essential functions.

While performing the duties of this position, the employee is regularly required to:

- Sit, stand, walk, reach with hands and arms, talk and hear.
- Use finger and hand motion.
- Must frequently lift and/or move objects up to 30 pounds.
- Specific vision abilities required by this job include close vision, distance vision, depth perception and ability to adjust focus.
- Moderate level of mental and/or visual fatigue and/or eyestrain may result from looking at a computer screen for extended periods of time.
- Experience occasional emotional strain when supporting individuals in crisis or difficult situations.
- Moderate office noise level.
- Drive a vehicle within the region.

This position is exempt from overtime regulations. Hybrid work environment: a mix of office, remote, and community settings (e.g., attending local events and potentially attending relevant conferences and/or regional or statewide gatherings). As part of our hybrid work policy, new employees are required to work from the UWABC office a minimum of 3 days per week for the first 90 days, and then the schedule can be modified based on conversations with the supervisor.

Reports To: Senior Director Community Resiliency

Supervises: 0

Hours: 40 hours/week

Hiring Range and Benefits: \$46,226 - \$57,783 annually plus full benefits, including paid vacation, sick and personal leave; employer contributions to 401(k), 100% premium coverage for employees and contributions to dependent health, dental, and vision insurance benefits, employer-covered life and disability insurance, employee assistance program, self-care fund, and coaching and support.

United Way of Asheville and Buncombe County is an equal employment opportunity employer and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability status, protected veteran status, or any other characteristic protected by law