



BCLTRG Disaster Case Manager

If you are a dedicated professional driven by empathy and a commitment to helping neighbors navigate the journey from crisis to stability, then United Way of Asheville and Buncombe County (UWABC) is where you need to be. As a Disaster Case Manager for the Buncombe County Long-Term Recovery Group (BCLTRG), you will serve as a vital advocate for survivors, working alongside a dedicated team and community partners to ensure every individual impacted by Helene receives the personalized care and resources they deserve.

The [BCLTRG](#) is a collaborative network of nonprofits, faith-based organizations, government agencies, and community partners working together to support equitable, coordinated disaster recovery following Hurricane Helene. Operating through a committee-led structure, the BCLTRG aligns resources, shares information, and streamlines services to ensure that individuals and families across Buncombe County, particularly those most impacted, can access the support they need to rebuild and recover. This role is funded through June 2027 with possible extension based on funding.

The Disaster Case Manager (DCM) provides comprehensive case management services to individuals and families impacted by Tropical Storm Helene in Buncombe County. The DCM works collaboratively with community partners, volunteers, and recovery committees to develop and implement individualized recovery plans that address unmet needs and promote long-term stability. This position follows nationally recognized disaster case management principles, including advocacy, client empowerment, and coordinated resource navigation.

KEY RESPONSIBILITIES

Client Services

- Conduct client intake, assessment, and eligibility screening.
- Engage clients with empathy, active listening, and a trauma-informed approach to build trust and facilitate effective communication.
- Develop individualized recovery plans in partnership with clients.
- Identify disaster-related unmet needs, including housing, utilities, health, employment, and essential household items.
- Assist clients in navigating available assistance programs (local, state, federal, nonprofit, and faith-based).
- Provide ongoing case monitoring and follow-up to ensure progress toward recovery goals.
- Maintain accurate, timely, and confidential case documentation.

Coordination & Collaboration

- Coordinate services with community partners and relief organizations.
- Attend BCLTRG meetings and other coordination calls as required.
- Maintain working knowledge of disaster assistance programs, including FEMA Individual Assistance and other applicable recovery programs.
- Support rebuild efforts by coordinating documentation collection when needed.

Documentation & Reporting

- Enter and maintain data in a designated case management database.
- Ensure compliance with BCLTRG policies, confidentiality standards, and data security protocols.
- Assist with reporting requirements for grants and funding partners.
- Navigate multiple databases or other software platforms simultaneously to report on and deliver services.

Outreach & Community Engagement

- Conduct proactive outreach to disaster-impacted individuals and households who may be unaware of available recovery resources or case management services.
- Participate in community outreach events, resource fairs, neighborhood meetings, and other activities designed to connect survivors with recovery services.
- Build and maintain relationships with community organizations, faith-based organizations, nonprofits, governmental agencies, and other partners that serve disaster-impacted households.

Professional Conduct

- Uphold ethical standards in accordance with disaster case management best practices.
- Maintain professional boundaries while demonstrating compassion and cultural humility.
- Participate in required training and professional development.

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 Social Work, Human Services, or related field and 1+ years of experience in case management, social services, disaster response, or related field OR 5 years of relevant experience in case management or field work.
- Strong organizational and documentation skills.
- Excellent communication and interpersonal skills.
- Commitment to the mission and guiding principles of UWABC and ability to model those principles.

TECHNICAL SKILLS, ABILITIES, AND OTHER REQUIREMENTS

- Technical proficiency with computers, Google Workspace (Gmail, Docs, Drive, Sheets), and strong ability to learn and use a variety of other platforms (e.g., Asana).
- Ability to manage multiple projects, prioritize tasks, and meet deadlines.
- Understanding and sensitivity to diverse cultural backgrounds and needs.
- Commitment to trauma-informed care principles and applying them in real-world practice.
- Ability to define problems, collect data, establish facts, and draw valid conclusions.
- Ability to communicate (oral and written), in English.
- Valid North Carolina Driver's License with a driving record that meets insurance requirements.

NICE TO HAVE

- Experience with disaster response case management is preferred.
- Familiarity with disaster recovery programs, resources, and policies.
- Ability to communicate (oral and written) in Spanish.
- Prior experience working within a United Way or similar collaborative framework.

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.

- Specific vision abilities required by this job include close vision, distance vision, depth perception and ability to adjust focus.
- Moderate level of stress caused by tight deadlines.
- Moderate level of mental and/or visual fatigue and/or eyestrain may result from looking at a computer screen for extended periods of time.
- Occasional work in the community at meetings.
- Occasional work outside of normal business hours participating in community events and resource fairs, including tabling and outreach activities.
- Regular travel is required.
- Moderate office noise level.

This position is non-exempt from overtime regulations. Hybrid work environment: a mix of office, remote, and community settings (e.g., visiting DCM agencies, visiting survivor properties, attending local events, visiting other county LTRG DCM teams, 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: Disaster Case Management Lead

Supervises: 0

Hours: 37.5 - 40/week

Hiring Range: \$23.50-\$25.50 per hour 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