

POSITION: Community Impact Associate: Volunteerism and Community Engagement	Salary range: \$40K-50k	REVISION DATE: 03.20221
DEPARTMENT: Community Impact	TEAM: Community Impact	ORINATION DATE: 03.08.2021
REPORTS TO: Chief Impact Officer	EMPLOYMENT STATUS: Full-time	WAGE CATEGORY: Exempt

Primary Function:

UWGCR seeks a collaborative, strategic, team-oriented individual to help evolve key community engagement strategies and implement programs that provide critical support to our community-based partners, in particular 1) 211 Information & Referral services; 2) United Way’s Volunteer program, and 3) the Emergency portfolio, including the Emergency Food and Shelter Program (EFSP) and Capital Region Organizations Active in Disaster (CROAD). This position provides important technological and data support to the Community Impact department, in particular by supporting the grant management system and organizing special projects. Specifically, at this time, the CI department is leading a reimagining of its impact agenda. The individual in this role will actively participate, building their knowledge of systems thinking and social innovation.

The individual in this role will have outstanding relationship building skills, stewarding existing partnerships and strengthening a diverse network of multi-sectoral partners throughout the region. The person in this role manages programs which are of vital support to our community-based partners. It requires significant attention to detail, outstanding organizational and communication skills, and creativity.

DUTIES & RESPONSIBILITIES:

1. 2-1-1 project management
 - a. Manage day-to-day UW 2-1-1 program operations for the Northeast Region;
 - b. Strategize the execution of United Way’s Lead Organization role; partnering with a regional call center to deliver quality services to 12 county service area;
 - c. Expand the reach, strengthen the reputation, and strategically build on the potential of 211 as a regional referral line to ensure equitable access to services;
 - d. Facilitate UW 2-1-1 marketing, community outreach and education, disaster management planning, and contracting
 - e. Assist Chief Impact Officer in building and maintaining state, county, and business relationships and contracts
 - f. Maintain a positive working relationship with all partners including but not limited to partnering United Ways, local government officials, emergency management, non-profit agencies, funders and providers
 - g. Oversee quality assurance measurements for UW 2-1-1 to assess and ensure quality service

- a. Represent UWGCR and UW 2-1-1 in a professional manner at community meetings and events, including early morning and evenings; some local travel required.
 - b. Study and become proficient in related trends, multi-cultural data and demographics, marketing and sales techniques.
2. Volunteerism
- a. Lead 518 Day planning, management and execution, increasing the success of the largest single day of volunteerism annually in the Capital Region;
 - b. Steward the Unitedtovolunteer.org website and functionality;
 - c. Grow the number of agencies, volunteer opportunities and volunteers;
 - d. Build a UWGCR specific cadre of volunteers to support key events and initiatives;
 - e. Serve as primary point of contact for community members and businesses seeking volunteer opportunities. This includes coordinating and scheduling volunteer opportunities at United Way and other community-based organizations;
 - f. In collaboration with the Resource Development department, engage with private sector organizations and build awareness of volunteerism as a key component of shared values and employee engagement and retention;
 - g. Coordinate and plan volunteer recognition events and acknowledgments.
 - h. Work collaboratively with Marketing & communications to appropriately publicize volunteer opportunities;
 - i. Analyze market data on demographics, agency trends, and other available information to inform our work.
3. Emergency Portfolio
- a. Represent UWGCR on all relevant EFSP county boards;
 - b. Function as the central administrator for relevant boards, including liaising with applicants, board members, and chairs, drafting and submission of financial reports;
 - c. Manage EFSP program efficiently and effectively, troubleshooting and supporting all users;
 - d. Represent UWGCR on CROAD.
4. Key Administrative support to Community Impact team:
- a. Manage and provide backbone technological support for UWGCR's grant management system, including troubleshooting with users of the platform;
 - b. Provide governance support to the Chief Impact Officer regarding Community Impact Investment Committee of the Board and the Ad-hoc Diversity, Equity, Inclusion Committee of the Board;
 - c. Support research, data analysis, data management and reporting on Community Impact priority areas;
 - d. Produce regular reports and/or dashboards to facilitate data-driven inquiry across the organization.
 - e. Ensure timely availability of performance reports, analytical insights and relevant resources.

Qualification Requirements:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required.

1. 4-5 years' work experience, preferably in the non-profit, social justice and/ or health and human services field.
2. Excellent interpersonal skills including the ability to work professionally and diplomatically with diverse populations, the ability to recognize and tap each individual's unique talents, active listening skills, and leadership development.
3. Proven track record of building trust and sustaining excellent relationships with diverse communities;
4. Experience working as and/ or with volunteer a plus;
5. Openness and curiosity about new approaches and different points of view;
6. Comfort with and interest in learning about and managing grant management systems;
7. Excellent group process skills including an understanding of group dynamics, effective meeting facilitation, consensus building, and disagreement resolution.
8. Ability to take initiative within the parameters of the strategic objectives of UWGCR and the Community Impact team.
9. Strong attention to detail, ability to organize complex tasks and meet multiple deadlines.
10. Proficiency with Microsoft Word products, database management experience strongly preferred.
11. Excellent organizational and time-management skills;
12. Strong written and oral communication skills;
13. Willingness to participate constructively on organizational priorities beyond the immediate focus of this portfolio;
14. Written and oral fluency in English;
15. Ability to understand and effective use of technology and the ability to embrace change.

Alignment to culture and values

- Possess a passion for UWGCR's mission and vision and core values of equity, openness, collaboration, compassion, integrity, accountability, superior performance, and urgency
- Be an individual of integrity, ethics, values and who has the experience and discretion to safeguard the interests of individuals and community partners.
- Exercise initiative, flexibility, judgment, discretion and sound decision-making practices.
- Personal qualities of humility, capacity for self-reflection, and a sense of humor.
- Discretion and ability to handle confidential issues.
- Action-orientated and entrepreneurial self-starter who can work well independently and in teams.

Computer Skills:

Must be proficient in Microsoft Office (i.e Excel, Outlook, PowerPoint, and Word), SharePoint, team/knowledge sharing tools, etc. Ability and willingness to learn new computer/technology skills.

Diversity & Inclusion

UWGCR is an equal opportunity employer. We respect, value, and celebrate the unique attributes, characteristics and perspectives that make each person who they are. We also believe that bringing diverse individuals together allows us to collectively and more effectively address the issues that face our communities. It is our aim, therefore, that our staffing, partners, strategies, and investments reflect these core values.

Physical and Travel Requirements

Standard office environment, position is primarily an office setting. Physical demands include sitting and/or standing for extended periods of time: bending, lifting, regularly moving between offices, traveling to outside meetings, regular use of telephone, copier, fax, and computer. *Reasonable accommodations will be made to enable individuals with differing abilities to perform the essential functions.* Reliable transportation required. Job involves frequent and routinely intense public contact and concentration, including occasional early morning, evening and weekend meetings and other events.

Work Authorization: Individual must have legal authorization to work in the United States; ie: hold U.S. Citizenship or an appropriate Visa.

AMERICANS WITH DISABILITIES

It is the policy of UWGCR to comply with all relevant and applicable provisions of the Americans With Disabilities Act (ADA), as amended. UWGCR will not discriminate against any qualified applicant with respect to any terms, privileges or conditions of employment based upon an individual's physical or mental disability. UWGCR will also make reasonable accommodation whenever and wherever possible for all employees or applicants with disabilities provided that the individual is otherwise qualified to safely perform the duties and assignments required by the job, and provided that any accommodation does not require significant difficulty or expense. UWGCR's policy of non-discrimination applies to all personnel and employment practices including, but not limited to, job application procedures, hiring, advancement, termination, compensation, job training and other terms, conditions and privileges of employment.

EQUAL OPPORTUNITY EMPLOYER

It is the policy of UWGCR to provide equal employment opportunity to all individuals regardless of their race, color, religion, sex (including pregnancy and gender identity), national origin, political affiliation, sexual orientation, marital status, disability, genetic information, age, membership in an employee organization, retaliation, parental status, veteran status or military service, or other non-merit factor or other legally protected characteristic. This applies to all recruiting, hiring, placement, training, promotion, compensation, transfers and other employment-related programs and personnel actions.

I have read and understand my job description.

Print Name _____

Sign Name _____

Date: _____