

Position: 2-1-1 Managing Director
Department: 2-1-1
Reports to: Chief Operating Officer
Date Prepared: February 2019

ORGANIZATION SUMMARY

United Way of Salt Lake (UWSL) is changing the way organizations, communities, schools, governments, and individuals work to fix complex social problems. Together, we can help every child and family succeed at school and life. UWSL's workplace is fast-paced, friendly, adaptive, and grounded in our core values: relationships, continuous improvement, results, and innovation. We offer competitive compensation including a comprehensive benefit package, generous paid time off, and flexible schedules. People with diverse backgrounds and abilities are encouraged to apply. Join us in changing the world, and giving everyone in our community the opportunity to live their best life.

POSITION SUMMARY

The power of 2-1-1 is its transformational information and its ability to Utahns identify and access the resources they need. The 2-1-1 Managing Director leads 2-1-1's assessment, information, and referral processes, setting vision and then implementing strategies to expand and improve 2-1-1's efforts to connect with Utah residents via phone, app/web/text, and face-to-face interactions. S/he also sets vision and then implements strategies for our resource database, outreach, and partnership coordination functions - and to increase revenue to support the bold vision that we have set for 2-1-1's future. The Managing Director leads staff and partners to increase the number of Utahns successfully accessing the services they require, no matter their point of entry into our social services system.

ESSENTIAL FUNCTIONS

Team leadership.

1. Identify what's important for the Utahns for whom 2-1-1 is a resource, and then align team members and partners to design and implement strategies that impact these goals.
2. As a member of the UWSL management team, champion organizational and 2-1-1 specific goals, policies, and procedures. Collaborate with other department heads to align strategies, resource them appropriately, and make trade-offs where needed. Participate in setting and operationalizing our overall organizational vision and goals.
3. Lead 2-1-1's outreach, database, and operations team leads. Cultivate relationships with all members of 2-1-1 team that support them in executing current priorities, reflecting and iterating on current work, and thinking creatively about our future directions.

Coordination of results-focused, collaborative partnerships.

1. Cultivate relationships with community stakeholders, including service providers, Utah residents, and other leaders in healthcare, education, business, faith, nonprofit, philanthropic, and civic sectors.
2. Provide facilitation, strategic thinking, and project management in multi-partner partnerships of which 2-1-1 participates
3. Equip partnerships with data and analytics from 2-1-1's databases to inform their planning and resource allocation processes.

4. Manage and lead other team members to manage group logistics, data, processes, and collateral.
5. Keep apprised of trends and emerging directions in Utah's healthcare and social services sectors, and identify and execute on strategic opportunities.
6. Provide staff support to the 2-1-1 Steering Council

Strategic Planning and Strategy Implementation

1. Keep sight of the big goals and future opportunities while also attending to the details related to execution/implementation of current priorities.
2. Develop 2-1-1 goals, strategies, and performance measures, with input from staff, the UWSL management team, Steering Council, and partners and other stakeholders across the state system. Make meaningful and consistent progress on established goals and strategies.
3. Seek out the right data to generate insights and mold conversations. Identifies opportunities to organize, interpret, and visualize data in ways that help drive conversations and decisions.

Resource Development

1. Through the course of work in the local and national community, identify funding opportunities that support and complement 2-1-1 priorities.
2. Working closely with UWSL's marketing and resource development teams, develop strategy and content for proposals and reports, and for a content and social media strategy that educates stakeholders about 2-1-1.
3. Participate in public policy efforts, including testifying before relevant legislative committees.
4. Participate in donor cultivation efforts.

Operations Center, Project Management and Contract Management

1. Maintain strong working knowledge of 2-1-1 call center, web/app/texting. technology, and open and closed loop referral systems, for the purposes of adapting to the evolving landscape and representing the work externally.
2. Support operations, database, and partnership leads in deploying project management to implement all grants, contracts, and partnership agreements, and in continuously improving the processes that underlie how we connect with and follow up with Utahns who rely on 2-1-1.

REQUIRED COMPETENCIES

- Stays rooted in a drive for meaningful, measurable outcomes for community members.
- Conceptualizes ideas in ways that people understand, and then brings people into it.
- Makes a compelling case that gains stakeholders support and then maintains their commitment over time through appropriate pacing, communication, implementation, and reflection.
- Achieves results through others by building strong relationships, asking thoughtful questions, communicating effectively, seeking input, and resolving conflict in a timely way.
- Is personable, listens well, and has strong interpersonal skills. Is inviting of others' needs to explore, push, challenge, or question in service of problem solving.
- Builds and develops team members, matching people's skills to their responsibilities, engenders a sense of shared purpose among members.
- Includes all of the appropriate stakeholders together in one room to make decisions.
- Scans the external landscape to both achieve critical priorities and capture emerging opportunities.
- Models high standards of performance and holds team members accountable for work
- Demonstrates integrity, resilience, and consideration of others that attracts others.
- Comfort with ambiguity, and is able to operate in the absence of clearly defined boundaries and responsibilities.

QUALIFICATIONS

- Bachelor's or Master's degree (or equivalent work experience) in public health, human services, business, public policy, public administration, or a related field
- 4-5 years leadership experience
- Experience integrating the diverse and at times conflicting experiences and perspectives of partners from across a wide geography
- Proficient with Microsoft and Google suites

PHYSICAL REQUIREMENTS

The employee is regularly required to communicate clearly, in oral and written formats, with others in person, over the phone, and via other devices. Must be able to transcribe, read extensively, prepare and analyze data and figures, constantly operate a computer and other standard office machinery. Must have the ability and means to travel, and to set-up presentations and displays in physical and electronic forms. The employee must have the ability to lift, carry, push and/or pull objects weighing up to 30lbs.

BENEFITS

The position is full-time exempt with complete benefits. Salary to commensurate with experience.

APPLY

Please visit UWSL's [Career Center](#). A complete application will include a resume and cover letter. You may contact jobs@uw.org if you have any questions regarding employment opportunities.

NOTE: The statements in this position description are intended to describe the general nature and level of work being performed but are not to be seen as a complete list of responsibilities, duties, and skills required of the person employed. Also, the statements do not establish a contract for employment and are subject to change at the discretion of the employer.