

JOB DESCRIPTION

Job Title: Community Initiatives Manager, 2-1-1
FLSA Status: Exempt, Full-Time
Date Posted Thru: October 5, 2018
Submit Resume To: Laura Daigle at laurad@cauw.org

Summary of Job: This Capital Area United Way (CAUW) staff role will serve as the primary contact for 2-1-1 resource management, outreach, and community relations. This person will be highly focused on maintaining the iCarol 2-1-1 resource information for effective information and referral service delivery. The Community Initiatives Manager, 2-1-1 will ensure the regional information database for United Way 2-1-1 is up-to-date with the most current community resource information available to meet the needs of capital region residents, including specialized resources for disaster response. This staff member will promote and establish relationships in the community for successful 2-1-1 integration and awareness. The Manager will provide data to assist CAUW in planning and identifying service gaps.

Reporting Relationships: Employee reports to the Director of Community Impact and Initiatives.

Other Key Relationships:

External: Louisiana Association of United Way's (LAUW) President/CEO, United Way of Northeast Louisiana's (UWNELA) 2-1-1 Director, community non-profit organizations, faith-based groups, state and local government agencies, public, and private partners

Internal: CEO and President, Vice President of Community Impact, Community Impact, Resource Development, Marketing/Communications, and Finance & Operations staff.

Essential Job Functions: Through employee's own efforts:

Resource Data Management

- Serve as the primary staff member responsible for maintaining the iCarol database of community resources for United Way 2-1-1/Capital Area United Way including but not limited to: addition of appropriate, new resources, updates and verifications to existing resources
- Maintain and update 2-1-1 policies: Target Term Policy, CAUW's 2-1-1 Style Guide, and Inclusion-Exclusion Policy
- Organize database according to the AIRS/INFO Line Taxonomy of Human Services

- Capture all disaster-related resources and tag properly during times of emergency and disaster, local and statewide, through various channels of research and verification
- Provide monthly reports as requested by CAUW and LAUW President/CEO
- Develop systems to utilize monthly data related to: top referrals, met/unmet needs, and specific populations

United Way 2-1-1 Operations

- Work within a local and statewide team setting to develop internal and external processes for promotion and proper use of United Way 2-1-1 in and out of disaster times
- Meet any certification requirements necessary for program development and/or accreditation
- During times of disaster, perform United Way 2-1-1 research and database duties as needed including extended hours, after hours and/or weekends.

Fund Development

- Participate in the Annual Community Campaign through speaking engagements, agency tours and other activities.
- Work with Director of Community Impact and Initiatives to gather data and write applications for sustainable 2-1-1 funding opportunities through grants, contracts, and sponsorship opportunities.

Community Relations:

- Attend community meetings, coalitions, and events groups as a 2-1-1 and/or CAUW representative and expert in the designated focus areas.
- Identify possible collaborations, coalitions and partnerships that would advance CAUW's impact agenda as it relates to 2-1-1 and overall

Research and Analysis:

- Provide research support to the organization utilizing CAUW's historical and current 2-1-1 data available through iCarol and state-wide monthly reporting. Data will be organized and prepared for presentation at staff, volunteer, potential funding, and CAUW Cabinet and Board meetings.
- Ensure requests for 2-1-1 data by internal staff or the public is consistent, reliable, and from valid sources.
- Receive and carry out research project assignments, reporting status updates and progress in a timely manner; work with other staff and volunteers to complete research projects.

Additional Job Functions: Although not Essential Job Functions, employee may also be responsible for the following from time to time:

- Oversee progress on assigned projects.
- Assist other departments in major projects, such as fundraising events and workforce campaign presentations and activities.
- Serve on ad hoc committees as required.
- Perform other duties as assigned.

Competencies:

To perform the job successfully, the employee should demonstrate the following competencies to perform the essential functions of this position:

- **Strategic Community Collaborator:** engage diverse stakeholders to accurately and effectively assess community needs with credibility, authenticity and humility that strategically guides CAUW to contribute to the community's priorities
- **Effective and Engaging Communicator:** effective and passionate communicator with ability to articulate the CAUW message in a way that inspires others to act in service to the organization and community.
- **Critical Thinking and Creative Problem Solving:** ability to address and manage complex issues to achieve desired results including ability to gather, interpret and use relevant data to drive strategy development, make decisions and drive for results.
- **Planning and Implementation:** be a leader and take initiative in planning and developing initiatives within impact areas to achieve results that drive collective community outcomes
- **Embracing and Managing Change:** champion and facilitate change to ensure long-term community sustainability by adapting successfully to changing needs while maintaining positive relationships with all constituents, internal and external.
- **Strategic Thinking and Planning** – Ability to think long-term, tying together the current operations with a more long-term focus.

Required Minimum Education and Experience:

- Bachelor's degree in human services field
- Minimum of 3 year experience in a social service position preferred
- Knowledge and use of current Microsoft Office and its applications

Preferred Education and Experience:

- Experience in database management, preferably working knowledge and experience using iCarol

General Physical Requirements:

- **Sedentary Work:** Employee is required to exert up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects. Sedentary work involves sitting

most of the time. Walking and standing are required only occasionally and all other sedentary criteria are met.

- **Physical Activities:**
 - Manual dexterity: Picking, pinching, typing, or otherwise working primarily with fingers rather than with the whole hand or arm as in handling.
 - Talking: Expressing or exchanging ideas by means of the spoken word. Activities must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.
 - Hearing: Perceiving the nature of sounds at normal speaking levels or without correction. Ability to receive detailed information through oral communication and make fine discriminations in sound.

- **Visual Acuity:** Employee is required to have close visual acuity to perform an activity such as preparing and analyzing data and figures, transcribing, viewing a computer terminal, and/or expansive reading.

- **Working Conditions:** Employee is subject to both inside and outside environmental conditions.