

Our Mission: To improve lives by uniting the caring power of our community.

Career Opportunity

Community Impact Services Director

Posting Date: November 27, 2019

Posting Deadline: December 13, 2019

To apply, please send a cover letter and resume to: careers@unitedwaydm.org.

For more organizational information, please visit www.unitedwaydm.org.

Position Summary:

The Director of Community Impact Services supports United Way's mission of improving lives by working in conjunction with the Community Impact officers and staff to integrate and align the Impact Services work with organizational strategy and goals. This position serves as the primary liaison between Community Impact and Donor Engagement and Community Impact and Strategic Communications to ensure connectivity and open communication across key areas of the organization. This position reports to the Chief Community Impact Officer and oversees a team of employees whose common purpose and accountabilities provide support and processes that advance the strategic message of the organization in the areas of education, income and health.

UWCI's community impact work involves identifying critical community issues, bringing partners to the table, developing plans to address issues and measuring results. This work engages staff, volunteers, community partners, residents, government, labor, faith-based organizations to improve lives by focusing on UWCI strategic areas of work of education, income and health.

The ideal candidate will have experience and proven skills in successfully leading and motivating others, knowledge of local and national human services issues and trends, experience in researching, measuring and analyzing qualitative and quantitative data and proven experience in process improvement and/or innovation strategies/techniques. The ability to collaborate with others, role model the organization's values and make sound decisions based on organizational strategies are fundamental competencies necessary to succeed in this role. This position is a member of the organization's strategic planning team.

Why Choose UWCI?

United Way of Central Iowa is an established and highly respected nonprofit in the Central Iowa area and the United Way Worldwide network. Employees at UWCI have a passion for the organization's mission and community impact work and strive to create a positive, inclusive and welcoming work environment. Our Core Values of **Compassion, Integrity, Community Engagement, Responsiveness and Striving for Excellence** is the foundation for how we do our work and to reach our aspiration to "Engage Community to Empower All." In addition to a competitive salary and robust benefits package including health insurance, a dental plan, 401(k) with match and paid life insurance, we offer the following:

- On-site cafeteria
- Free, newly remodeled on-site fitness center
- Commitment to employee professional development
- Fostering a diversity and inclusion culture and initiatives
- Fun monthly opportunities for employees to build camaraderie
- Wellness initiatives

- Convenient central Des Moines location with free parking
- Paid volunteer time off
- Participating in cross-functional teams and organization-wide initiatives and projects
- Tuition Assistance
- Generous paid vacation plan, holidays, a personal holiday and sick time

Essential Accountabilities Include (but not limited to):

- Manages the Community Impact Services team to establish and maintain a common vision and support for Community Impact and organizational work.
- Directs and ensures that the Community Impact Services staff and operational infrastructure of the department helps sustain community impact programs, community collaborations and impact initiatives as applicable.
- Ensures that the data and research initiatives, training and technology that support measures and outcomes remains appropriate and relevant for community partners and organizational goals.
- Identifies data and research needs, works collaboratively with internal stakeholders to develop scopes of work, assigns data/research projects and provides ongoing evaluation of projects to ensure quality and integrity of outputs.
- Provides oversight and support for the investment and grants compliance process and procedures.
- Collaborates with the Strategic Communications/Marketing staff on message development and United Way materials to promote the Community Impact work, including content creation and editing
- Collaborates with Donor Engagement team to support campaign efforts by identifying compelling data and impact stories.
- Stays knowledgeable of the investments and grants processes, data and research initiatives, applicable community outreach and initiatives and overall departmental administrative support.
- Helps identify and implement departmental process improvements and problem solves as necessary.
- Leads innovation efforts and activities across Community Impact, including but not limited to identification of innovation opportunities, design thinking, testing, scaling and sustainability, to ensure integration of a core UWCI value - Striving for Excellence.
- Provides organizational and departmental leadership as applicable and represents UWCI in the community on behalf of the Chief Community Impact Officer as needed.
- Aligns work with United Way of Central Iowa's Values and Codes of Ethics.

Competencies Needed:

- **Leadership:** Ability to direct, motivate and oversee others to perform in accordance with clear expectations and goals.
- **Consensus Building:** Ability and willingness to interact with others from diverse backgrounds and groups resulting in group solidarity or an agreement or solution.
- **Relationship Skills:** ability to establish and maintain good rapport and relationships with customers and coworkers.
- **Business Acumen:** Ability to understand business-related topics and issues.
- **Analytical Skills:** Ability to develop information and raw data into meaningful conclusions.
- **Decision Making:** Ability to evaluate information and select an effective suitable course of action using sound judgment.
- **Initiative:** Ability to act and takes steps to solve or settle an issue or problem.
- **Management skills:** Ability to achieve desired outcomes by setting goals and priorities that deliver results.
- **Team Building:** Ability to ensure that team members are invested in team activities and decisions, that the team works together to achieve a goal.
- **Communication skills – Oral:** Ability to send tactful and appropriate verbal messages and listen to others' response in order to convey information.
- **Communication – Written:** Ability to write concise, clear letters, reports, articles, strategic communications/marketing materials, or emails including proofing and editing work.
- **Presentation Skills:** Ability to effectively present information to a group.
- **Ambition:** A high level of drive, initiative and eagerness to meet organizational and performance goals and broaden skills.

Education:

- Bachelor's Degree in human services or related field

Experience:

- Three to five years of experience in a supervisory capacity and proven ability to develop team member's professional growth and aspirations.
- Three years of experience in process improvement and/or innovation strategies/techniques
- Experience developing compelling marketing/communication material using qualitative and quantitative data.
- Community planning and community-based organization or non-profit experience
- Knowledge of research-based practices in human services and understanding of local and national issues and trends.
- Experience in human services planning, cross system issues, and resource management.
- Experience in theory of change concepts, measurement, quantitative and qualitative data, and evaluation.

Other Requirements:

- Strong proficiency in Microsoft Office applications including Word, Excel, and PowerPoint
- Valid driver's license and ability to drive own vehicle for regular local travel between buildings in the Central Iowa area. Overnight and air travel occurs potentially twice year with stays of two to three days.

United Way is an equal opportunity employer and employment practices are implemented without regard to race, color, national origin, gender, religious beliefs, age, disability, sexual orientation, citizenship status, military status or any other basis protected by federal, state or local fair employment practices. Individuals from diverse backgrounds and experiences are encouraged to apply.