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| **Position Title: East Tennessee   Collaborative (ETC) Director** | **Department:** |
| **Reports to: United Way President and   Chief Executive Officer** | **Salary Grade: P11** |
| **Job Type: Full-time, Exempt** | **Location: Knoxville, TN (onsite)** |
| **Schedule: Monday – Friday, 40+ hours a week,  occasional weekends when necessary** | **Date Created/Modified: 05/31/2022** |

**Position Summary**

Working closely with the leadership of the United Way of Greater Knoxville (UWGK), the East Tennessee Collaborative (ETC) Director will have direct responsibility for overseeing and managing the ETC program and related projects. This position will manage and support the ETC Advisory Council, Mentor Mobility Leads, and all project partners to ensure the Collaborative has the knowledge and resources needed to achieve its goals. Will adhere to the principles and philosophy of UWGK.

**Essential Duties & Responsibilities**

Position responsibilities include, but are not limited to:

* Manage day-to-day and overall program activities to ensure effective, data-driven implementation

that results in families’ working towards self-sustainability, including basic needs, health/wellness,

financial, and education/career goals

* Manage and support the ETC Collaborative Advisory Council, Mentor Mobility Leads, and all project

partners to ensure the Collaborative has the knowledge and resources needed to achieve its goals

* Works in partnership to develop a relational, family-focused strategy to improve self-sufficiency,

increase children staying with families, and reduced dependency on public assistance benefits

* Oversee and ensure the ETC Collaborative is performing outreach to eligible families and engaging

them in services in an intentional, consistent, and integrated way

* Coordinate with core and other strategic partners ensuring easily accessible services in social

determinant of health domains required by participating families to improve overall self-sufficiency

* Supervise Mobility Mentor Leads and Grant Administrator to ensure fidelity to the ETC Collaborative

contracted services, models of care, and compliance with regulations and requirements

* Works to ensure best practices in program delivery, evaluation, and reporting
* Monitor ongoing data collection and progress towards milestones and program outcomes as it

relates to client and program goals

* Collaborate with the Advisory Council for trend analysis, progress towards the program and Tennessee

DHS outcomes, and involvement in cross-site evaluation to address system barriers and gaps

* Create partnerships to increase resources and knowledge within the ETC Collaborative

**Qualifications:**

**Minimum Education and Experience**

* Bachelor’s degree or equivalent in Social Work, Psychology, or a related field.
* At least 4 years of experience in program administration and management, social work, and/or counseling.
* Lived experience relevant to this role will also be considered and can supplement in lieu of an educational experience.
* Microsoft Office proficiency

**Preferred**

* Master’s degree in Social Work or related field.
* Prior experience in family engagement and management

**Knowledge, Skills, and Abilities**

* Passion for the mission and values of United Way.
* Knowledge of effective methods to serve vulnerable families & communities using a whole-family and family-led approach
* Knowledge of family engagement, financial literacy, public assistance, & navigating resources
* **Analytical skills** – the ability to compile and analyze data to establish metrics; must be able to draw conclusions about data, understand the story behind the data and relay that information to appropriate business leaders.
* **Communication (verbal and written)** – Ability to translate complex data into understandable format and documents.  Must be able to clearly articulate data findings to appropriate business leaders. Ability to communicate persuasively, both orally and in writing.
* **Collaboration/Teamwork** – Demonstrated ability to facilitate diverse groups and populations; work independently; Robust interpersonal skills; develop and present new ideas. Proven organizational, written, verbal and creative skills.
* **Adaptability** – ability to adjust to business needs; positively drive change; ability to cultivate and work with diverse audiences.
* **Initiative** – goes beyond the expectation; creates opportunities to implement business efficiencies and minimizes problems by anticipating or preparing in advance; seeks out or excepts additional responsibilities
* **Critical Thinking** skills – ability to suspend judgment and validate data; must be able to consider multiple perspectives and re-evaluate data as new information becomes available
* **Attention to Detail** – demonstrates thoroughness in accomplishing tasks; monitors and checks work or data to ensure accuracy in presentation.

**Competencies**

An individual must be able to demonstrate the following competencies at a satisfactory level:

**Accountability/Results Orientation -** Is accountable for achieving assigned work projects. Collaborates with others to establish work project parameters, desired results/outcomes, and resource requirements. Keeps team leader(s) informed on work progress and changes in work direction. Takes ownership of work and outcomes achieved, selecting the best work approach. Protects the United Way brand, promoting its relevance and statue to the extent possible. Behaves ethically and honestly in all activities done on behalf of UWGK and the movement. Demonstrates a commitment to UWGK’s values, including diversity and inclusiveness.

**Decision-Making/Risk-Taking -** Evaluates available information and recommends a course of action. Contributes own assessment of risks and implications of decisions in team decision-making efforts. Develops and proposes effective alternative solutions. Uses judgment appropriately in decision-making. Knows when to shift decision-making upwards.

**Teamwork Collaboration -** Shares pertinent information and keeps team members informed regularly. Ensure that processes, systems, and resources are available and direct them appropriately to enable the team to accomplish its goals and objectives efficiently. Able to adapt quickly to changing conditions or performance expectations. Able to focus on assignments during periods of change and uncertainty.

**Relationship Management -** Utilizes rapport to build trust and collaboration with others. Identifies and shares mutual benefits/needs in working together. Is ethical in dealing with others to achieve the desired results. Interacts and communicates with diverse stakeholders effectively. Fosters and maintains working relationships across the United Way system. Formulates and communicates in an ethical and politically sensitive manner.

**Communications -** Expresses work issues and problems clearly and concisely. Communicates effectively with others up, down, and across the organization to achieve expected organizational results. Gives and receives constructive feedback. Seeks direct input on team effectiveness and environment.

**Innovation/Creativity -** Develops and implements new approaches to accomplish tasks that impact others in and outside of their team. Is able to reasonably "take risks.” Assists others in developing new systems, products, processes, and procedures. Strives to stay current on new or emerging trends and capitalizes on them.

**Physical Demands**

The physical demands described here are representative of those that an employee must meet to perform the essential functions of this job successfully. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to:

* Sit, use hands to finger, handle, or feel; reach with hands and arms and talk or hear
* Frequently required to walk
* Occasionally required to stand and stoop, kneel, crouch, or crawl
* Must frequently lift and move up to 10 pounds and occasionally lift and move up to 25 pounds
* Specific vision abilities this job requires include close and distance vision, with or without correction.
* Ability to travel within the city, and surrounding E TN counties, state, etc. as needed (e.g., monitor services, attend Collaborative meetings, training)

**Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

* This position is generally located in an office environment.
* Fast-paced, evolving, and dynamic environment.
* This role routinely uses standard office equipment such as computers, phones, printers, and audio-video equipment.
* Available to work a flexible schedule to accommodate participant, staff, and partner schedules United Way of Greater Knoxville

UWGK is an Equal Opportunity/Minority/Female/Veterans/Disabled/Sexual Orientation/Gender Identity employer. All qualified applicants will receive consideration for employment without regard to sex, gender identity, sexual orientation, race, color, religion, national origin, disability, protected veteran status, age, or any other characteristic protected by law.

The United Way of Greater Knoxville, in solidarity with our black, brown, and indigenous communities, stands firm in our organizational position which opposes all forms of racism and discrimination. We are resolved that our intentional commitment to anti-racism not only be stated but also be boldly reflected through our service, our partnerships, and our organizational culture. We stand bold, we stand steadfast, we stand UNITED.

**Disclaimer**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice. Should the need exist, every person in the organization will assist in ensuring an efficient and cooperative environment. Employment at United Way of Greater Knoxville is an employment-at-will relationship, which means you or United Way may terminate this relationship at any time, for any reason, with or without cause or notice.