



United Way
Chatham-Kent

CAREER OPPORTUNITY

Position: Director of Community Engagement and Operations
Application Deadline: 4 p.m. on Monday, November 12, 2018

BE A PART OF THE CHANGE!

Join a team of committed, results-oriented, and successful professionals who work to support and advance United Way of Chatham-Kent's (UWOCK's) mission: *To improve lives and build community in Chatham-Kent*. We work with over 250 volunteers and serve approximately 45,000 people annually in Chatham-Kent, Ontario.

GENERAL SUMMARY

The Director of Community Engagement and Operations reports to the Chief Executive Officer and works with United Way of Chatham-Kent's (UWOCK) internal teams to lead the planning, development, management and implementation of strategies to engage the Chatham-Kent community to achieve the Community Impact work of United Way. This includes managing the community investment (i.e. granting) process for the organization. This position oversees the operations of our Finance & Administration team, in addition to UWOCK's direct services. UWOCK's direct services are, but not limited to: "The 425" Centre for Community Innovation; the Wallaceburg Information and HELP Centre; the Tilbury Information and HELP Centre; the Tilbury Foodbank; Operation BackPacks; Rebuilding Wheels, Rebuilding Lives; Volunteer Chatham-Kent; and 211 Information & Referral Services.

COMMUNITY ENGAGEMENT

- Develop and implement community investment strategies in accordance with the organization's goals and priorities.
- Manage and implement all allocations and fund distribution processes as they relate to meeting the goals of the organization.
- Supervise Community Impact Cabinets in their analysis of community need, funded program performance, evaluation, and investment strategies.
- Manage and supervise all planning activities and volunteer training for the review process, including financial review, outcome review, site visits and application/proposal process.
- Develop and maintain the system for gathering and reviewing information on the status and needs of funded programs, including budget review, audit analysis, and review/approval of supplemental fund raising activities.
- Collect and analyze appropriate quantitative (e.g. demographic and problem incidence data) and qualitative data (e.g. interviews and focus groups) to formulate an initial issue assessment, understand the current environment, identify emerging trends, and gather other information to inform United Way's planning objectives.
- Provide leadership and consultation in the measurement of outcomes, the prioritization of community indicators and the review of funded program use of information.
- Represent United Way of Chatham-Kent in collaborative efforts with government, other non-profits and business as assigned.
- Manage and supervise United Way led initiatives and programming in the areas of Education, Health, and Financial Stability.
- Lead funding initiatives for United Way led initiatives and programming through primarily sponsorships and grants.

OPERATIONS

- Provide staff support for United Way volunteers, including members of the Board of Directors.
- Participate with the CEO in leading enterprise-wide strategic planning.
- Establish a vision and goals for operational performance—develop and execute strategies and tactics that achieve tangible results.
- Promote a culture of high performance, collaboration, innovation and commitment to community impact.
- Advise the CEO and other key members of leadership team on operational performance
- Promote United Way Worldwide's (UWW), United Way Centraide Canada's (UWCC) and UWOCK's culture of service by modeling the core values, setting clear expectations for all employees, and ensuring accountability.
- Set the example of leading people inclusively through daily communications, interactions and behavior; authentically connect with employees at all levels.
- Serve as a management liaison for relevant board committees, effectively communicating and presenting critical operational matters and performance indicators at select board and committee meetings.
- Encourage next level leadership through the mentoring of staff; assign accountabilities; set objectives; establish priorities; and monitor and evaluate results.
- Align data analytics as an integral function of UWW and UWCC, providing key metrics to inform and support fund development.
- Drive innovation and automation to efficiently deliver operational and administrative services.
- Behave ethically and honestly in all activities done on behalf of UWOCK and the movement.
- Demonstrate a commitment to UWW's, UWCC's and UWOCK's values, including diversity and inclusiveness.

RESOURCE DEVELOPMENT

- This position works with the Director of Donor Engagement and Communications to provide oversight of the Education and Nonprofit fundraising campaign portfolios.

OTHER

- Serve as a champion for our evolving digital services.
- Participates as a team member in Donor Engagement, Community Engagement, and organizational activities.
- Provides superior service that exceeds the expectations of both internal and external partners.
- Volunteers and actively participates in projects, cross-functional teams, or workgroups that support the work of the entire organization.
- Performs other related duties as required.

REQUIRED EDUCATION

The ideal candidate will hold a bachelor's degree, or foreign equivalent, with a focus in Social Work or a related field. Other combinations of education and/or work experience that demonstrate a proven track record of experience and success working in the social and human services field will also be considered.

REQUIRED SKILLS AND EXPERIENCE

- Commitment to the mission of United Way of Chatham-Kent
- 5-10+ years relevant experience
- Meticulous and detail-oriented

- Extraordinary written and verbal communication and presentation skills
- Able to interface with a variety of audiences, both internal and external, with a strong customer service perspective
- Self-starter and team player, with a positive outlook and ability to manage ambiguity and change
- Proficient in identifying solutions and opportunities
- Proficiency in Microsoft applications (especially Word, Excel, PowerPoint, and Outlook). CRM database software experience desirable
- Proven ability to manage to multiple deadlines in a fast-paced environment
- Demonstrated strong self-motivation, discretion, and independent work with limited supervision
- Ability to serve as a business partner to the Chief Executive Officer and senior leadership
- Creative and flexible strategic planning abilities; able to build and implement a strategic plan and quickly adapt that plan as new opportunities and challenges emerge using advanced problem solving and process improvement skills
- Demonstrated success ensuring budgeting, financial management, and development supports near- and long-term needs and objectives
- Skilled in examining, developing, reengineering, and executing operations
- Demonstrated track record in change management; experience developing and implementing strategies that have taken an organization to the next stage of growth
- Promotes a climate that values and rewards innovation
- Ability to read, analyze, and interpret common scientific and financial reports.
- Ability to write speeches and articles for publication
- Ability to prioritize and balance competing demands.
- Must be able to work a flexible schedule with the possibility of some early morning, evening, and weekend work.
- Must be authorized to work in Canada
- Valid driver's license, verifiable auto insurance, and use of a personal vehicle required

SUPERVISORY RESPONSIBILITY

This position requires the incumbent to provide direct supervision to employees serving on your team.

VOLUNTEER ENGAGEMENT RESPONSIBILITY

This position requires the incumbent to be proficient in recruiting, training, providing timely feedback and recognition, and overall engaging volunteers into many components of your work (e.g. event volunteers, 'Creative Cabinet' volunteers, etc.).

WORK ENVIRONMENT

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

POSITION TYPE/EXPECTED HOURS OF WORK

This is a full-time position. Days and hours of work are Monday through Friday, 9 a.m. to 5 p.m. This position may require long hours and weekend work during peak times.

TRAVEL

Travel is primarily local during the business day, although some out-of-area and overnight travel may be expected.

WHY CHOOSE UNITED WAY OF CHATHAM-KENT?

Advancing the common good is about helping one person at a time, and about creating community change that benefits every member of the community. We are all connected and interdependent; we all win when a child succeeds in school, when families are financially stable, and when people are healthy.

We have a staff of 13 dedicated employees to help us achieve our goals and fulfill our mission: ***To improve lives and build community in Chatham-Kent.*** To support the great work of our employees, we offer a competitive salary and a robust benefits package including health and dental insurance, RRSP contribution matching plan, life insurance, generous vacation and holiday pay and paid emergency/sick time off.

Additionally, United Way of Chatham-Kent offers:

- Geographically central location with free parking
- Opportunities for professional development
- Wellness resources and Employee Assistance Program access
- Flexible Family-Friendly Scheduling (e.g. your work start/end times could be 7-3, 8-4, 9-5, 10-6, etc.)
- Commitment to maintaining a balanced 35-hour work week (i.e. any hours worked beyond 35 hours/week are banked and able to be taken as paid-time off at a future date)
- Floating holidays
- Paid volunteer time off
- An excellent team of top-notch professionals that share your passion for strengthening our community

United Way of Chatham-Kent is committed to seeking and sustaining a culturally and ethnically diverse environment and to the principles that promote inclusive practices. We are dedicated to building a diverse staff with expertise and interest in serving our communities and encourage persons of all types of diversity to apply.

United Way of Chatham-Kent has identified a set of Core Values that are our essential tenets. These define and describe who United Way of Chatham-Kent will endeavor to be in all situations, both internal and external.

At United Way of Chatham-Kent we are:

- Community Centered
- Results Focused
- Collaborative
- Committed to Excellence
- Leading with Integrity

Applications accepted until 4 p.m. on November 12, 2018. Please submit a cover letter and resume to Steve Pratt, Chief Executive Officer, United Way of Chatham-Kent at steve@uwock.ca.