

JOB POSTING

Date: July 6, 2010
Position Title: Community Impact - Program Manager
Department: Community Impact
Direct Supervisor: Sr. Vice President of Community Impact
Location: As assigned by Leader

Primary Function: In support of the Resource Development Liaison, provide professional leadership, consultation and technical assistance to Regional Advisory Council volunteers. Provide direction and guidance in crafting a regional agenda and implementing the work plan. Manage and provide leadership for the annual allocation process by cultivating and maintaining relationships with assigned agency executives, program staff and volunteers. Provide assistance to agencies with outcome measurement education, development and analysis. Utilize internal data management mechanism to gather, store and annotate relevant information pertaining to agency programs and services. Provide leadership and management to assigned allocation volunteers.

Responsibilities:

A. Relationship Management

- Establish relations with assigned agencies through meetings with agency executives and program staff.
- Serve as primary contact for agencies
- Become familiar with all agency programs and operations
- Serve as the 'knowledge' expert for all assigned agencies
- Attend appropriate agency functions as the agency point person
- Ensure agency participation in all relevant organization activities

B. Volunteer Management

- Provide leadership, direction and information to councils, committees and all assigned volunteers
- Serve as the primary contact for volunteers to receive information
- Ensure that regional volunteers receive UWNCA, council and specific volunteer role orientation
- Verify that regional volunteers are clear on their assignment and understand the key allocation process component including priority areas.
- Conduct research as needed
- Work with council to develop an annual report
- Provide technical assistance in preparing minutes, schedule and facilitate all RAC and committee meetings.

- Facilitate focus groups and task forces to assess needs and make recommendations to improve the operations.
 - Provide opportunity for volunteers to participate in outcome measurement training and skill enhancement
 - Ensure that volunteers appropriately review all program proposals and outcome data information.
 - Closely monitor activities of council liaison to make certain that responsibilities are accomplished
- C. *Data Management Research and Analysis*
- Gather and maintain all pertinent data for assigned agencies
 - Screen and verify data for accuracy
 - Utilize Andar and related software systems to annotate key resource areas pertaining to agency and volunteer activity
 - Serve as the agency data source for other departments
 - Evaluate and align critical data components with the department's strategic imperatives.
- D. *Outcome Measurement Development and Evaluation*
- Works closely with agencies to assist with outcome measurement development
 - Provide guidance to agencies on specific outcome requirements and expectations
 - Serve as the 'knowledge expert' for council, volunteers and agencies
 - Verify the relevant outcome information is available to volunteers and agencies
 - Ensure that agencies have received adequate outcome measurement training and appropriate processes for providing information
- E. *Program Assessment*
- Thorough evaluation of assigned funded programs annually to include; review of inputs, outcomes, budgets, service recipient data, etc.
 - Verify most efficient use of resources to achieve organization's stated objectives.
 - Analyze collaborative efforts with community organizations
- F. *Community Building Product Knowledge*
- Cross training to develop knowledge of all Community Impact products lines including Needs Assessment Planning, Community Outreach, etc.
- G. Other duties as assigned which could include special projects or assignments with other departments.

Requirements:

- Bachelor's Degree in public policy, public administration, or related field
- Minimum four (4) years successful experience with non profit, human service organization or equivalent
- Strong organizational, time management and planning skills
- Strong interpersonal and customer relation skills
- Excellent verbal and written communication skills
- Strong budget development skills and finance reporting knowledge
- Proficiency in Microsoft software and computer applications
- Ability to work with diverse population
- Strong proficiency in research methodology
- Previous experience in managing major programs/projects
- Ability to analyze and manage key departmental metrics associated with organizational objectives.

Interested candidates should apply directly to Human Resources at careers@uwnca.org. Please submit a cover letter, resume and salary requirements by **Tuesday, July 20, 2010.**

**United Way of the National Capital Area
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An EOE
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