

UNITED WAY OF SOUTH HAMPTON ROADS – JOB DESCRIPTION

Incumbent:
Title: Director of Mission United
Department: Mission United
Reports To: Vice President, Programs & Integration
Date Created: May 3, 2020

Do you want to leave work every day knowing that you made an impact? At United Way of South Hampton Roads, you'll work in a fun and supportive environment where every day is a new opportunity to make a difference. If you talk to our employees, the single trait we all have in common is passion. We love what we do, and we do it with conviction and purpose because we know how much our community needs us. You'll learn from some of the best in the business and be constantly challenged in an ever-changing industry. If you want to be great while doing good, join the United Way team.

Primary Purpose of Position:

Mission United (MU) is a collective impact initiative, spearheaded by the United Way of South Hampton Roads and over 50 community partners, that supports our region's active duty service members, veterans and their families on their individualized journeys to self-sufficiency. There are over 400,000 military-connected people living in Hampton Roads. MU's extensive network of service providers connect clients to affordable housing, job training, health care and other resources through an online care-coordination software called Unite Us. MU's network of partners also provide intensive coaching and case management in order to help clients achieve their goals for self-sufficiency. Our target population includes:

- Active duty service members from all five branches, including the Reserves and National Guard
- Military retirees
- Military spouses and dependents
- Caregivers
- Veterans of any era with any discharge

United Way of South Hampton Roads (UWSHR) has been identified as MU's backbone organization. The Director of Mission United spearheads the engagement of diverse stakeholder groups that guide vision and strategy, support aligned activities and shared measurements, build public will and community engagement, advance policy, and mobilize funding to support initiative goals and objectives.

Core Job Responsibilities:

- Lead and coordinate all collective impact committees, workgroups, volunteers, activities, and the Hampton Roads United Network of service providers.
- With our partners, establish and implement MU's strategies for achieving community-level results.
- Leverage and grow resources and our network of Unite Us service providers.
- Establish and maintain a data management infrastructure that collects, manages, and reports data effectively.
- Facilitate the identification of core measurable outcomes for each committee and workgroup, mutually reinforcing activities, and develop a system for collaboration and communication in order to advance MU's shared agenda.
- Assign and monitor all job responsibilities while maintaining positive relations and resolving conflicts among stakeholders.
- Oversee MU direct investments and leverage community resources ensuring that organizational resources are used to their maximum potential.
- Develop, in partnership with MU committees and UWSHR staff, and monitor a five-year MU resource investment plan. This includes the implementation of new grant process for MU integrated with other United Way funding processes.
- Provide tools, methods, and relevant training to support sustainable continuous quality improvement practices.
- Engage UWSHR staff and volunteers to achieve goals related to programming, funding, fundraising, and communications.
- Perform other duties as assigned.

Key Skill Requirements:

- Bachelor's Degree in related field required; Master's Degree preferred.
- 5-10 years relevant experience; prior military service preferred; seeking candidates with strategic planning, program development, and evaluation competencies.
- Familiarity with asset-based approaches to community development, volunteerism, and corporate philanthropy.
- Demonstrated experience with group facilitation and working with and managing staff and/or volunteers to plan and implement community-based initiatives with specific deliverables and demonstrable outcomes. This includes an ability to inspire, organize, convene, and lead groups, build consensus, and collaborate with diverse stakeholders.

- Project management skills with the ability to problem-solve, prioritize, delegate, and create systems and processes.
- Experience in collective impact and working with military-connected communities and service organizations, with the ability to build and sustain productive relationships with diverse individuals, groups, organizations, and communities.
- Excellent analytical ability and superior problem-solving skills.
- Excellent communication, interpersonal, listening, writing, and facilitation skills.
- Ability to take concepts from initiation to completion with minimal supervision.
- Microsoft Office skills and experience required.
- Commitment to excellence and the mission of United Way.

Key Metrics:

- Guide vision and strategy: A challenge is defined, goals established, and priorities are identified. Partners share a common understanding of the need and desired result. Partners' individual work is increasingly aligned with the initiative's common agenda.
- Support aligned activities: Partners select or develop interventions/programming to advance goals. Partners increasingly communicate and coordinate their activities toward common goals. Partners collaboratively develop new approaches to advance the initiative.
- Establish shared measurement practices: An evaluation and assessment plan has been established. Partners understand the value of sharing data. Interventions/programs are implemented, evaluated, and partners increasingly use data to adapt and refine their strategies.
- Build public will: More community members feel empowered to take action on the MU's priority areas and activities.
- Advance policy: Partners increasingly communicate and coordinate their activities toward common goals. Policy changes increasingly occur in line with initiative goals.
- Mobilize funding: Funding is secured to support initiative activities. Philanthropic and public funds are increasingly aligned with initiative goals.
- Track and communicate results: Changes tracked using a Results-Based Accountability Framework and Unite Us.

Interested? Please send your resume to humanresources@unitedwayshr.org. We will continue accepting applications until the position is filled.