



United Way  
of South Hampton Roads

**We bring people and resources together to solve problems too big for any of us to solve alone.**

**UNITED WAY OF SOUTH HAMPTON ROADS**  
**Director, Mission United**

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| <b>Title:</b>        | Director, Mission United                   |
| <b>Department:</b>   | Community Impact                           |
| <b>Report To:</b>    | Associate Vice President, Community Impact |
| <b>Date Created:</b> | May 2022                                   |

**Why Work for United Way:**

Do you want to leave work every day knowing that you made an impact? At United Way of South Hampton Roads (UWSHR), 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 work hard because we love what we do and we know how much our community needs us. Plus, we offer excellent benefits and opportunities for advancement. If you want to be great while doing good, join the United Way team.

**Objectives & Expectations:**

This position oversees United Way's Mission United initiative, which engages community partners to support our region's military-connected individuals on customized journeys to self-sufficiency. Mission United connects individuals with affordable housing, job training, health care and other resources through an online care-coordination software. Mission United serves as the Backbone Support serving as a fiscal agent and managing staffing to engage a network of partners who also provide intensive coaching and case management to help clients achieve their goals for self-sufficiency. Of the over 400,000 military-connected people living in Hampton Roads, Mission United's target population includes: active-duty service members (including the Reserves and National Guard), military retirees, military spouses and dependents, caregivers and veterans. It is the role of the Director of Mission United to spearhead 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 Mission United committees, workgroups, volunteers and activities
- Work with our partners to establish and implement Mission United's strategies for achieving community-level results with a focus on mutually reinforcing activities and continuous communication
- Guide the vision and strategy for Mission United by defining challenges, establishing goals and priorities, and building a network of partners to support a common agenda and achieve shared goals
- Build awareness and understanding of issues impacting veterans to empower community members to take action on Mission United's priority areas and activities
- Advocate for the health, well-being, and benefits of veterans
- Using a results-based accountability framework, establish and maintain a data management infrastructure that collects, manages, and reports on Mission United data to effectively communicate results
- Establish a program performance and evaluation plan and work with partners to increasingly use data to adapt and refine program strategies



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Facilitate the identification of core measurable outcomes for each committee and workgroup, mutually reinforcing activities, and develop a system for collaboration and communication to advance Mission United's shared agenda

- Maintain positive relations with our stakeholders and volunteers
- Oversee Mission United direct investments and leverage community resources ensuring that organizational resources are used to their maximum potential
- Develop, in partnership with Mission United committees and United Way staff, and monitor a five-year Mission United resource investment plan that includes the implementation of new grant processes that are integrated with other funding processes in the organization
- Support sustainable, continuous quality improvement practices
- Engage United Way staff and volunteers to achieve goals related to Mission United programming, funding, fundraising and communications
- Oversee Mission United call center.
  - Provide active supervision of service coordination
  - Coordinate staff training
  - Develop and maintain protocols or policies regarding the operations of Mission United call center
  - Leverage and grow resources and our network of service providers
  - Adheres to policies, procedures and the professional code of ethics
  - Observes confidentiality, privacy and dignity of each individual
  - Leads the development of positive team relationships
- Other duties as assigned

#### **Key Skills 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

#### **Work Demands & Environment:**

- Ability to stoop, lift, finger – for example pick, pinch, or type and grasp



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- Ability to clearly and concisely express and exchange detailed information and ideas to others accurately via spoken word
- Exerting up to 20 of force occasionally and/or a negligible amount of force frequently to lift, carry, push, pull or otherwise move objects
- Ability to inspect and analyze figures, accounting items, written materials, newsprint, computer terminal characters, transcription, and other similar objects at distances generally close to the eyes.
- The worker is subject to a variety of inside environmental conditions that may occur in an office, a private home, or elsewhere in the community including temperature variations, unpleasant odors, and potential allergens
- Although inside work is the rule, it is required that the individual be able to travel and may be exposed to a variety of weather conditions

Interested? Please send your cover letter and resume to [humanresources@unitedwayshr.org](mailto:humanresources@unitedwayshr.org). We will continue accepting applications until the position is filled.

*United Way of South Hampton Roads is an Equal Opportunity Employer. In order to provide equal employment and advancement opportunities to all individuals, employment decisions at UWSHR will be based on merit, qualifications, and abilities. UWSHR does not discriminate in employment opportunities or practices on the basis of race, color, religion, sex, national origin, age, disability, sexual orientation, gender identity, veteran status or genetics. Please Note: Requirements, skills, and abilities described above are representative of those that must be met by an employee to successfully perform the essential functions of this position with or without reasonable accommodation. In no instance, however, should the duties, responsibilities, and requirements be interpreted as all-inclusive.*