



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
Manager, Economic Mobility**

Title:	Manager, Economic Mobility (\$50,000- \$55,000)
Department:	Community Impact
Reports To:	Director of Economic Mobility
Date Created:	November 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

The United Way improves lives by mobilizing the caring power of communities to advance the common good to help all residents thrive and live the best version of themselves. We all benefit when a child succeeds in school, when someone finds a job that sustains a family, or when more people get quality, affordable healthcare. United Way endeavors to drive measurable impact by focusing and accelerating our current agenda centered around economic mobility, education, and health initiatives while remaining responsive to community needs with flexibility to respond to critical needs and crises. As our community recovers from one of the deadliest pandemics in our country's history, the United Way will play a pivotal role in helping residents from under-resourced communities and the ALICE population (Asset Limited, Income Constrained, Employed) move towards self-sufficiency.

Serving as a backbone for our community, United Way will work closely with nonprofit and other partner agencies to provide enhanced job training, improved housing opportunities, access to healthcare programs and wrap-around services for ALICE households on their journey to self-sufficiency. The Manager of Economic Mobility works closely with the Director of Economic Mobility to lead a team of case managers and coordinators and ensure accurate reporting of performance on agreed-upon benchmarks.

Commitment to equity, diversity & inclusion

We take the broadest possible view of diversity.

We value the visible and invisible qualities that make you who you are.

We welcome that every person brings a unique perspective and experience to advance our mission and progress our fight for the health, education, and financial stability of every person in every community.

We believe that each United Way community member, donor, volunteer, advocate, and employee must have equal access to solving community problems.

We strive to include diversity, equity, and inclusion practices at the center of our daily work.

We commit to using these practices for our business and our communities.

Cultural Competence: The Manager, Economic Mobility adapts a lens of cultural competency that conveys empathy, support, and an understanding of the people they work with both internally and



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externally, engage with, and the people they serve. This competency helps to build trust and effective engagement, build stronger relationships, expand our organization's reach, and more effectively and respectfully engage with people regardless of background.

Core Competencies are characteristics that all employees are expected to exhibit as a member of the UWSHR team. For complete details that include attributes and behaviors please see the United Way Core Competencies Checklist in the shared Human Resources Network Folder. These include:

- **Mission Focused:** The top priority is creating real social change that leads to better lives and healthier communities.
- **Relationship Oriented:** Understands that people come before process and is astute in cultivating and managing relationships toward a common goal.
- **Collaborator:** Understands the roles and contributions of all sectors of the community and can mobilize resources (financial and human) through meaningful engagement.
- **Results Driven:** Dedicated to shared and measurable goals for the common good; creating, resourcing, scaling and leveraging strategies and innovations for broad investment and impact.
- **Brand Steward:** Understands his/her role in growing and protecting the reputation and results of the organization, and thus, the greater network.

Key Accountabilities include the following:

1. Maintain oversight of Economic Mobility case management/care coordination to ensure participants receive services that adhere to core program principles
2. Supervise electronic record-keeping activities in accordance with best practices and program policies
3. Plan, organize and oversee orientation and ongoing training for UWSHR and partner agency case management/care coordination staff
4. Work cross-functionally with UW Resource Development and Marketing teams to develop and communicate compelling messages to collaborating partners, and to the larger community utilizing various media.

Essential Duties and Responsibilities include the following:

Administrative & Financial:

- Serve as a key member of the Economic Mobility team in the creation and implementation of core program framework, strategies, and implementation
- Provides optimum support to Economic Mobility staff by remaining aware of departmental goals, providing ongoing communication, and organizing priorities to meet deadlines
- Support Director of Economic Mobility with managing grant expenses including submitting invoices for payment and maintaining records of expenses.

Data Quality & Reporting

- Oversees the tracking of demographic information of participants and data regarding assessment, goal setting, goal achievement, and referrals
- Develops and implements internal quality practices to ensure that record keeping is maintained as outlined in organizational policies
- Partners with Community Data & Impact Manager to support data collection and data analysis for Economic Mobility



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- Supports with preparation of grant reports

Care Coordination/Case Management

- Provide direct supervision to *Thrive* short-term case managers
- Provide in-service training in collaboration with Director of Economic Mobility to ensure UWSHR and partner agency case management staff have core competencies
- Monitors documentation to ensure the timely flow of case management activities to meet program goals and objectives
- Provides input, training, and support to other service delivery team members in efforts to prioritize quality
- Participate in training and ongoing professional development in Mobility Mentoring and case management best practices
- Ability to provide direct coaching/mentoring to participants in the case of staff absence or vacancy
- With the program team, plan, organize and facilitate workshops and community groups around educational topics
- Assists in special projects and participates in events as assigned.

Key Skills Requirements

- Bachelor's degree in human services or a closely related field or equivalent work experience
- 2-3 years of experience in human services programs requiring direct client interactions required
- Must be customer focused, data-driven, organized, and results oriented
- Knowledge of best practices in human services and of systems addressing the needs of the ALICE population
- Experience working as an advocate for vulnerable populations
- Self-starter with a strong sense of urgency
- Highly organized and disciplined with the ability to communicate in both technical and non-technical terms
- Excellent written and oral communication skills
- Proficient with MS Outlook, Word, Excel
- Strong detail orientation and self-organized

Work Demands & Environment:

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



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exposed to a variety of weather conditions

This is a grant-funded position that is projected to end in January 2025.

Interested? Please send your cover letter and resume to 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.