

POSITION: 2-1-1 Program Manager
HIRING ORGANIZATION: United Way of Salt Lake
DEPARTMENT: United Way 2-1-1
SUPERVISED BY: 2-1-1 Director

ORGANIZATION BACKGROUND AND EVOLUTION

For over 100 years, United Way of Salt Lake has served and strengthened the greater Salt Lake community. Established in 1904 as the Salt Lake Charity Association, its original mission was to help the poor, discourage panhandling, and coordinate the multiple programs serving the needy. During the past century, United Way of Salt Lake has changed as the community has changed.

Today, United Way of Salt Lake serves individuals and families in Davis, Salt Lake, Summit and Tooele counties. This four-county area represents approximately 1.4 million people or about 52% of Utah's population. United Way of Salt Lake also houses United Way 2-1-1, a statewide health and human service information phone line, which connects individuals and families to important resources and volunteer opportunities. United Way of Salt Lake is working collaboratively in new and innovative ways to change lives and build stronger communities. By bringing the right partners together to set goals, share data, track results, and align programs, United Way will not just help one child beat the odds, but change the odds for entire communities.

To change the odds, we focus on advancing the education, income stability, and health of our neighborhoods and communities. These are the building blocks for a good life—a quality education that leads to a stable job, enough income to support a family through retirement, and good health. Our goal is to create self-reliance by ensuring that every child succeeds, every step of the way, from cradle to career.

United Way of Salt Lake's promise is to create opportunities so that all children and families, regardless of their circumstances, have the same chances to succeed in school and life. The long-term effects benefit all of us.

WORK ENVIRONMENT

UWSL's work environment is fast-paced, friendly, committed, nonpartisan, and ever-changing. Employees are dedicated, appreciated and recognized for their efforts, and all levels of management are engaged in the work daily. We offer competitive wages and a generous, comprehensive benefit package. The internal focus continues to be on high level results – communicating, aligning and integrating around the organizational goals.

POSITION OVERVIEW

This position is responsible for overseeing day-to-day activities of United Way 2-1-1 operations. The 2-1-1 Program Manager's primary focus will be ensuring the program as a whole meets contractual and programmatic objectives. This will involve the ongoing management of existing and new initiatives with an emphasis on special projects. A 2-1-1 special project enhances and creates specialized focus on the existing information and referral process. The Program Manager will

develop and oversee training materials, train staff, and track measurements of success for each project. The Program Manager will also act as a supervisor point of contact for 2-1-1 staff.

1. Successful implementation of AIRS Standards of Accreditation
2. Schedule staff and ensure appropriate staffing levels in conjunction with 2-1-1 Quality and Customer Service Manager
3. Create sustainable program for recruiting and training 2-1-1 volunteers and interns
4. Conduct annual performance evaluations for Information Specialists in collaboration with 2-1-1 Quality and Customer Service Manager
5. Provide high-level supervision of Information Specialists ensuring program goals and client needs are met
6. Oversee the activities of 2-1-1 special projects and ensure project success
7. Design and implement training materials and procedures
8. Assist with implementation of 2-1-1 policies related to attendance, quality measures, and program goals
9. Ensure compliance and enforcement of contractual terms and milestones of each 2-1-1 contract and special project
10. Standardize project and contract agreement templates as well as policies and procedures so that the United Way 2-1-1 team is operating as a cohesive unit
11. Provide feedback to 2-1-1 Director on staffing needs and budgetary concerns as it pertains to special projects
12. Work closely with quality assurance team to develop a comprehensive approach that meets the programmatic goals of United Way 2-1-1
13. Prepare and complete reports that will monitor and track contract compliance on a daily, weekly, and/or monthly basis, and make recommendations surrounding program effectiveness
14. Align efforts of United Way 2-1-1 team with the United Way of Salt Lake Collective Impact strategy under the direction of 2-1-1 Management
15. Assist the resource team with database development pertaining to special project compliance, and promote the addition of new agencies and resources to the 2-1-1 database
16. Create and execute project plans with clear, developed timelines
17. Participates in meetings, conferences, events, and community relations activities as assigned by the 2-1-1 Quality and Program Manager
18. Help to cultivate a positive, team-oriented environment that produces superior results
19. Answer 2-1-1 calls when assigned and as needed during times of escalated call volume
20. Perform special assignments and other duties as assigned in accordance with established United Way 2-1-1 mission and values

REQUIRED QUALIFICATIONS

- Bachelor's degree in business or human services field OR equivalent directly related experience
- Ability to read, analyze, interpret, and create contracts
- Ability to read, analyze, and interpret protocols, systems data, reports, and procedures
- Ability to work in a professional manner with a wide variety of personalities and backgrounds
- Strong written and oral communication skills
- Ability to plan, manage, delegate, and follow-through on multiple projects

- Computer experience with Word, Excel, and database programs
- Excellent interpersonal and problem solving skills
- Demonstrated ability to work well in a team environment
- Ability to travel as needed to achieve United Way 2-1-1 objectives
- High standards of professional ethics and conduct

PREFERRED QUALIFICATIONS

- Basic knowledge of general labor laws and organized labor environment practices
- Strong understanding of the health and human services industry
- Successful track record in staff supervision
- Experience in a supervisory position
- Knowledgeable regarding call center quality assurance software

PHYSICAL REQUIREMENTS

The work is sedentary. Typically the employee may sit comfortably to do the work. There may be some walking; standing; bending; carrying of items such as papers, books, small parts; driving an automobile, etc. No special physical demands are required to perform the work.

SALARY

\$40,000-\$50,000