

**Position:** 2-1-1 Project Manager  
**Hiring Organization:** United Way of Salt Lake  
Salt Lake City, UT  
**Department:** United Way 2-1-1  
**Reports to:** 2-1-1 Director  
[www.uw.org](http://www.uw.org)

### **ORGANIZATION BACKGROUND AND EVOLUTION**

United Way of Salt Lake (UWSL) has made a promise to our community – to change the odds so all children and their families have the same chance to succeed in school and life. Our role has evolved from primarily a fund-raising, fund distribution organization to what it is today - a community problem-solving organization, dedicated to advancing the education, income and health of our neighborhoods and communities to ensure that every child succeeds, every step of the way, from cradle to career.

UWSL has adopted a unique approach to community problem-solving called Collective Impact. Collective Impact brings many different sectors together to find new and innovative ways to address challenges and develop lasting changes.

UWSL is committed to excellence. We have adopted high standards of accountability and operate with integrity and transparency. We provide outstanding customer service.

### **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 personnel are engaged in the work daily. We offer competitive wages and a generous, comprehensive benefit package. Our focus is on high level results – communicating, aligning and integrating around our organizational goals.

### **POSITION OVERVIEW**

The 2-1-1 Project Manager will oversee scope of work pertaining to grants, contracts, and initiatives currently in place within United Way 2-1-1, while seeking out and developing new opportunities that align with the mission and vision of the program overall. Currently these projects include Navigator, Special Needs Registry, and Volunteer Income Tax Assistance Programs among others. The 2-1-1 Project Manager will develop and oversee training materials, train staff, and track measurements of success for each special project. He/she will act as a supervisor point of contact for each contract, grant or initiative, and oversee staff assigned to support those projects, while offering support to the Director on overall administrative functions as needed and as assigned.

### **KEY RESPONSIBILITIES**

1. Oversee scope of work related to the completion of; Affordable Care Act Navigator, Special Needs Registry and Volunteer Income Tax Assistance Programs, disability, and holiday-related projects
2. Seek out new funding opportunities that support current mission and vision
3. Create and oversee a project-based internship program
4. Maintain community relationships pertaining to grants, contracts, and initiatives
5. Assist the 2-1-1 Director in the creation of an annual report for stakeholders
6. Manage administrative functions to ensure smooth and efficient operations of the organization
7. Ensure performance goals are set and met pertaining to contractual agreements and grants in conjunction with the lead team
8. Ensure compliance, enforcement and reporting of contractual terms and milestones of each 2-1-1 contract and special project under the direction of the 2-1-1 Director

9. 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
10. Advise and directly supervise the ACA team in their efforts to provide outreach and enrollment
11. Provide information and feedback to the 2-1-1 lead team on how the scope of work outlined in contracts and grants influences daily operations and meets requirements
12. Provide feedback on staffing needs and budgetary concerns as it pertains to special projects under the direction of the 2-1-1 Director
13. Prepare and complete reports that will monitor and track contract compliance on a daily, weekly, and/or monthly basis, and for informing the 2-1-1 lead team and other United Way of Salt Lake departments about the efficiency and effectiveness of operations
14. Align efforts of United Way 2-1-1 team with the United Way of Salt Lake Collective Impact business model under the direction of the 2-1-1 Director
15. Assist the resource database 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. Enhance existing and develop new special project plan templates under direction of the 2-1-1 Director
17. Assist in developing and enhancing training materials related to special projects for use by 2-1-1 lead staff and Information Specialists
18. Create and execute project plans with clear, developed timelines
19. Participate in meetings, conferences, events, and community relations activities as assigned by the 2-1-1 Director
20. As part of the lead team, support the cultivation of a positive, team-oriented environment that produces superior results
21. Answer 2-1-1 calls when assigned and as needed during times of escalated call volume
22. Perform special assignments and other duties as assigned in accordance with established United Way 2-1-1 mission and values

#### **POSITION REQUIREMENTS**

- 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
- 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

#### **MINIMUM QUALIFICATIONS**

- Bachelor's degree in business or human services field OR equivalent directly-related experience
- Computer experience with Word, Excel, and database programs

#### **SALARY INFORMATION**

\$36,000 to \$40,000 Annually

#### **TO APPLY**

Interested applicants must submit a cover letter, resume, and employment application to [jobs@uw.org](mailto:jobs@uw.org). Only complete applications will be considered. Employment applications and the complete job description can be found at <http://www.uw.org/about-us/careers/>.