

Position: Special Projects Coordinator
Hiring Organization: United Way of Salt Lake
Department: United Way 2-1-1
Reports to: 2-1-1 Quality and Program Manager
uw.org

ORGANIZATION BACKGROUND AND EVOLUTION

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 percent of Utah's population.

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 multiple programs. The historic “community chest” with a broad charitable mission has transformed into an agent for social change focused on Collective Impact— bringing partners together in new and innovative ways to identify problems and develop lasting solutions.

United Way of Salt Lake 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.

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

The Special Projects Coordinator will oversee special projects and contracts currently in place within United Way 2-1-1, and develop new project plans, contracts, and funding opportunities. A 2-1-1 special project is defined as a new or existing initiative that enhances and creates specialized focus on the existing information and referral process. The Special Projects Coordinator will develop and oversee training materials, train staff, and track measurements of success for each special project. The Special Projects Coordinator will act as a supervisor point of contact for each special project. The first priority of this position is to build-out the Navigator Project Plan in regards to United Way 2-1-1’s role in the Affordable Care Act implementation in the state of Utah.

1. Ensure compliance and enforcement of contractual terms and milestones of each 2-1-1 contract and special project under the direction of the 2-1-1 Quality and Program Manager
2. 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
3. Provide feedback and reports regularly to the 2-1-1 Quality and Program Manager and 2-1-1 Director so that uniformed guidance can be implemented with information specialists
4. Provide feedback on staffing needs and budgetary concerns as it pertains to special projects under the direction of 2-1-1 Management
5. Provide information to 2-1-1 Management and lead staff to ensure staff meet and exceed all contract and caller needs
6. Work closely with quality assurance team to develop a comprehensive approach that meets the requirements and needs of the special project contract and United Way 2-1-1

7. Prepare and complete reports that will monitor and track contract compliance on a daily, weekly, and/or monthly basis, and for informing 2-1-1 Management and other United Way of Salt Lake departments about the efficiency and effectiveness of operations
8. 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
9. 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
10. Enhance existing and develop new special project plan templates under direction of the 2-1-1 Quality and Program Manager
11. Assist in developing and enhancing training materials related to special projects for use by 2-1-1 lead staff and information specialists
12. Create and execute project plans with clear, developed timelines
13. Participates in meetings, conferences, events, and community relations activities as assigned by the 2-1-1 Quality and Program Manager
14. Help to cultivate a positive, team-oriented environment that produces superior results
15. Answer 2-1-1 calls when assigned and as needed during times of escalated call volume
16. 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

\$36,000 - \$40,000

TO APPLY

Interested applicants should submit a cover letter, resume, and employment application. Employment applications can be found at <http://www.uw.org/about-us/careers/>.