

JOB OVERVIEW

JOB TITLE	Financial Stability Program Manager
DATE LISTED	8/10/2023
COMPENSATION	GRANT FUNDED: \$35k - \$40k depending on experience; Health Insurance & Retirement Plans Available Paid Leave
POSITION SUMMARY	Serves as a member of the team and is directly responsible for developing and executing financial stability projects designed to increase Jackson County United Way's community impact strategies and programs to reach a bold goal of moving 1,000 households from financial struggles to stability by 2030. This involves, but is not limited to, program development and implementation, delivering high quality presentations, facilitating and coordinating community conversations, gathering and interpreting data, supporting strategic Financial Stability resource development and volunteer engagement goals, evaluate and measure program results, and support the selling and marketing of impact products.
ORGANIZATIONAL SUMMARY	Jackson County United Way works to fix complex social problems. We assess needs, secure resources and strategically invest those resources to create measurable, lasting change in the areas of education, health and financial stability. JCUW's workplace is fast-paced, friendly, adaptive, and grounded in our core values: compassion, approachable, trustworthy, innovative, results oriented, engaging, and dynamic. We offer competitive compensation including a benefits package, paid time off, and flexible schedules. People with diverse backgrounds are encouraged to apply. Join us in changing our corner of the world to give everyone in our community the opportunity to live their best life.

REPORTS TO Executive Director

POSITION DETAILS

FULL-TIME	40 HRS PER WEEK	EXEMPT
ESSENTIAL DUTIES & RESPONSIBILITIES	50%- PROGRAM DEVELOPMENT, IMPLEMENTATION, & PRESENTATIONS: Supports all aspects of program development and implementation for Financial Stability work including co-developing strategy, defining new and innovative products; exercising financial acumen; connecting with resource development efforts; promoting products; and implementing and managing projects. This work requires certification and training for the following programs: Free Income Tax Assistance, Getting Ahead in a Getting By World, and Poverty Simulations.	
	20%- STRATEGIC COMMUNITY COLLABORATION & DEEP COMMUNITY EXPERTISE: Facilitates community conversations, co-creates strategic partnerships, implements shared initiatives, manages conflict effectively, and is culturally astute. Deep Community Expertise including gathering and interpreting data, thinking critically, co-developing solutions, sharing knowledge and resources, while supporting grant writing proposals.	
	10%- RESOURCE DEVELOPMENT & VOLUNTEER ENGAGEMENT: Supports outreach to donors, including building an understanding of donors, connecting donors with mission, and visiting donors to share results. Volunteer Engagement includes co-planning strategic volunteer engagement around Financial Stability; advocating for volunteer involvement; attracting and recruiting volunteers; preparing volunteers for their roles; managing volunteers' performance and impact. Fulfills volunteer supervisory responsibilities including but not limited to planning, scheduling, delegating, appraising, coaching, counseling, and teaching; supports business policies, procedures, and practices relative to supervisory responsibilities of volunteers.	
SECONDARY DUTIES & RESPONSIBILITIES	10%- EVALUATION, MEASUREMENT, & REPORTING: Evaluate, measure, and report program results through an analytical process that defines the desired outcome measures, incorporates community needs and provides ongoing reports for measuring progress towards our bold goal.	
	10%- MARKETING, SOCIAL MEDIA & COMMUNICATION: Supporting communication and marketing efforts; focused on meaningful donor engagement opportunities; selling and marketing community impact products; and developing and overseeing meaningful, impactful volunteer engagement opportunities.	
May be required to perform other duties as assigned.		

REQUIRED KNOWLEDGE, SKILLS,
& ABILITIES

UW CORE COMPETENCIES:

- **MISSION FOCUSED:** The United Way Professional's top priority is to create real social change that leads to better lives and healthier communities. This drives his/her performance and professional motivations.
- **RELATIONSHIP-ORIENTED:** The United Way Professional understands that people come before process and is astute in cultivating and managing relationships toward a common goal.
- **COLLABORATOR:** The United Way Professional understands the roles and contributions of all sectors of the community and can mobilize resources (financial and human) through meaningful engagement.
- **RESULTS-DRIVEN:** The United Way Professional is 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:** The United Way Professional is dedicated to shared and measurable goals for the common good; creating, resourcing, scaling, and leveraging strategies and innovations for broad investment and impact.

UW DEVELOPMENT CORE COMPETENCIES:

- **MANAGE RELATIONSHIPS:** Communicates effectively to develop, grow and sustain productive relationships. Captures and records relevant information and how to interpret and utilize the information to forge partnerships, collaborate, cultivate, grow, sustain and strengthen internal and external relationships. Is trustworthy and acts with integrity, authenticity, humility and in good faith; respecting others opinions, priorities, values and interest. Seeks to continuously improve interpersonal and professional skills.
- **SELF-MANAGEMENT:** Presents oneself in an appropriate and professional manner. Communicates, acts, reacts and responds appropriately in all situations. Effectively utilizes interpersonal skills and political astuteness to; engage with, lead and function as a member of a team as appropriate. Able to influence, persuade, present, request, sell, negotiate and close a deal as appropriate. Able to use sound judgement, discretion and commitment to maintaining donor confidentiality.
- **COMMUNICATION SKILLS:** Understands and uses empathy, compassion, and active listening. Is fully present and aware of subtleties and nuances such as body language and voice tonality to better understand what is important to their constituents and how to connect and engage them with UW.
- **UTILIZE & ACQUIRE KNOWLEDGE:** Is forward thinking, focused on what is possible, and seeks new tools and knowledge as needed. Is able to use technology when acquiring and utilizing knowledge, and is innovative and creative in its application. Seeks to continuously improve interpersonal and professional skills.
- **ACHIEVE RESULTS:** Is personally accountable and responsible for the results they achieve. Is able to adapt quickly to ever changing environments. Is organized, able to plan, think strategically and is creative, innovative and is appropriately persistent. Is able to make decisions and willing to take risks when appropriate to achieve results and meet goals.

EDUCATION/EXPERIENCE REQUIREMENTS:

- HS Diploma or Equivalent, required.
- Bachelor Degree in appropriate field such as business, social work, human services, or community development, preferred.
- Minimum of three-years in a direct service position with progressively increasing responsibility, preferred.
- Proven, demonstrated track record for success in delivering program results.
- Understanding and application of best practices for program development and implementation.
- Experience supervising and supporting volunteers.

CRITICAL SKILLS:

- **COMMUNICATION SKILLS:** Able to clearly present information through spoken (in person, over the phone, and via other devices), electronic or written word; reads and interprets complex information; conveys information effectively; actively listens. Position requires extensive and independent contact/communications with volunteers including presentations and public speaking.
- **ORGANIZATION & PLANNING SKILLS:** Able to manage multiple activities; determines urgency in a meaningful and practical way; creates plans; organizes and schedules people and tasks effectively. Exceptional attention to detail and effective follow-through to meet deadlines.
- **EFFECTIVE LEADERSHIP SKILLS:** Able to assume a role of authority, as necessary; sets an example for coworkers; delegates responsibility and empowers associates to make decisions and take personal accountability for decisions.
- **ANALYTICAL SKILLS:** Able to gather relevant data using appropriate methodologies and analyze that data in such a manner that valid conclusions and insinuations can be drawn that assist in making important business decisions. Critical thinking and problem solving ability.

- **STRONG PROJECT MANAGEMENT ABILITY:** Able to develop and execute plans that are effective in attaining established goals; garners resources and defines processes to complete project; manages progress and implements mid-stream changes, as needed.

ABILITIES:

- Ability to complete multiple tasks, be flexible, establish priorities, meet deadlines, and adapt to a changing work environment.
- Must have high level of interpersonal skills to handle sensitive situations and maintain strict confidentiality.
- Sound judgement, discretion and commitment to maintaining donor confidentiality.
- Proficiency with a variety of computer software & applications including the Microsoft Office Suite products.
- Position requires demonstrated poise, tact, professionalism, and diplomacy.
- Ability to lift boxes, equipment, or other materials up to 30 pounds.
- Ability to work outside of regular (8 AM-5 PM) hours and on weekends is necessary and required.
- Must possess valid driver's license, auto insurance, and reliable transportation to travel throughout Jackson County.

WORK ENVIRONMENT

WORK CONDITIONS:

- This position occupies a general office in a business environment. Exposure to weather elements is unlikely. Incumbents spend approximately 60% sitting, 20% standing, and 20% walking in the course of performing their job responsibilities.
- This position will need to be able to move materials weighing more than 15 pounds without assistance and over 30 pounds with the assistance of a cart.
- The employee is required to regularly travel to offsite locations to set-up presentations, physical displays and electronic forms.
- This position will use the following office equipment in the course of performing their duties: computer, telephone, fax machine, printer, scanner and copier.

CONTACTS & RELATIONSHIPS:

- This position spends approximately 40% of time developing and maintaining business relationships within the organization. He/she will also spend approximately 60% of his/her time developing and maintaining business contacts outside of the organization including outside consultants, position peers, social service agencies, and volunteers.

CROSS FUNCTIONAL TEAM WORK:

- Demonstrated ability to work collaboratively in a cross-functional team. Team work is required in this role.

CONCLUSION

The duties and responsibilities listed above are intended to describe the general content of and requirements for the performance of this position. It is not constructed as an exhaustive list of duties, responsibilities and requirements. Management of Jackson County United Way reserves the right to amend and change responsibilities to meet organizational needs.