



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, Community Outreach & Engagement**

Title:	Manager, Community Outreach & Engagement
Department:	Community Impact
Report To:	Director, Economic Mobility
Date Created:	January 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. You'll learn from some of the best in the business and be constantly challenged in an ever-changing industry. Plus, we offer excellent benefits and opportunities for advancement. If you want to be great while doing good, join the United Way team.

If you are motivated, hard-working, and passionate, United Way may be the perfect place for you. Successful candidates will have a strong ability to communicate effectively, build relationships and educate stakeholders on the ALICE (Asset Limited, Income Constrained, Employed) population.

Objectives & Expectations:

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. 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.

The Manager, Community Outreach and Engagement will demonstrate an understanding of the issues, community needs, and existing systems of care related to the ALICE population. Candidate must be customer focused, data-driven, organized, and results oriented. They must also support United Way of South Hampton Road's mission, vision, and values. The candidate must be able to provide leadership and support to community, agencies, and organizations to further the mission of the program.

This position will also plan and organize the daily functions of the Resource Center, which provides resources, services, and supports to assist residents of the community to reach self-sufficiency. The manager will be responsible for outreach to community members, promoting center services and activities, providing materials to center participants and partners, and monitoring the daily activities of the center.

Core Job Responsibilities:

- Conducts outreach activities to increase networking and public awareness of United Way of South Hampton Road's economic mobility initiatives
- Serves as a point of contact for community engagement and participates in community and civic events



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- Identifies and engages new partners in program collaboration and convenes regular partner meetings
- Provide day-to-day oversight of resource center by coordinating a collaborative approach between partners and United Way of South Hampton Roads to ensure quality service delivery within the center
- Act as a referral source for individuals and families by referring participants to community resources for services
- Assist participants with computers, scanning, faxing, copying and other resources
- Provides exceptional customer service by promptly handling inquiries and regularly communicating with stakeholders
- Coordinate resource center programming including scheduling and coordinating community education offerings, workshops, job fairs, etc.
- Establish and promote a system to communicate resource center activities to the community and partners including development of a detailed monthly calendar of events, both in-house and throughout the community
- Coordinates a staffing plan for the resource center to ensure availability of staff during center hours
- Tracks data regarding outreach activities, center traffic, information, and referral
- This position will require flexibility outside of regular business hours to include evenings and weekends
- Ensures that resource center operations align with contractual agreements and United Way of South Hampton Road's mission, vision, and values

Key Skills Requirements:

- BA/BS degree or equivalent practical experience
- Must have own vehicle, acceptable driving record and ability to travel independently to locations across South Hampton Roads
- A consummate team player with an innovative, enthusiastic, and flexible approach
- Ability to build credible relationships with community members and partners
- Proven ability to collaborate and work in a team environment as well as work independently and make sound decisions
- Ability to work with and support a diverse customer base
- Able to multi-task, meet deadlines, keep schedules, manage partner agency relationships, and perform in a high-paced environment
- Commitment to assisting ALICE population to achieve self-sufficiency
- Excellent written and oral communication skills
- Proficiency with MS Outlook, Word, and 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



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- 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 exposed to a variety of weather conditions

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.