

Assistant Director, Systems Integration Project

Summary (Exempt)

The Monroe County Systems Integration Project (SIP) is a multi-sector collaborative and five-year engagement focused on the transformation of the service delivery system that extends across Monroe County's health, human services, education, and public sectors. SIP envisions a system that is person-centered, interconnected, aligned, and supported by technology and developed with the deep engagement and input of community.

The Assistant Director will work in partnership with SIP's Director and Senior Project Manager to successfully execute SIP strategies, including but not limited to:

- Development and implementation of a transformed, integrated service delivery model
- Development and implementation of a unified information platform that offers aligned assessments, information and views to both people and providers
- Implementation and adoption of shared language among providers and community
- Skill building and consistent practice of Human-Centered Design and Equity Review
- Maintenance of provider and community engagement strategies to:
 - Develop community will through facilitation and consensus-building
 - Test, monitor, and modify solutions to achieve community good
 - Foster trust, shared accountability and transparency across new and existing workgroups, committees, institutions and vendors
 - Engage community members in at least 10,000 interactions to support the system redesign process

The Assistant Director will share responsibility with the Sr. Project Manager for translating these strategies into action. This position will have direct oversight of staff responsible for designing and implementing SIP's service delivery model, at scale.

This is a grant-funded position. Employment is through the fiscal agent, United Way of Greater Rochester.

Essential Functions

The SIP Assistant Director will report to the SIP Director and be responsible for the following functions:

- Create and maintain strategic and tactical alignment across workstreams to advance SIP goals and objectives
- Cultivate a thorough understanding of current implementation challenges and develop comprehensive solutions to address them
- Maintain a working knowledge of significant innovations, developments, and trends in the field
- Generate ideas for system and process improvement, capitalize on opportunities and suggest innovations
- Identify capacity gaps and create resource-development plans that acknowledge and plan for shifting project dynamics
- Function as the Business Owner for SIP-sponsored pilots, projects and initiatives
- Integrate new initiatives and associated deliverables into core project activities
- Navigate and lead cross-functional teams and cross-community partnerships
- Identify and support recruitment of additional stakeholders to participate in various roles on SIP
- Develop, coach and mentor SIP staff
- Manage effective and open communication with SIP staff, particularly related to the translation of internal decisions and strategy into responsive solutions

- Provide direct supervision to SIP's Communication Lead, Community Engagement Lead, Partner Engagement Lead and Systems Transformation Lead
- Delegate and manage deliverables, dependencies, risks and issues with project staff and stakeholders
- Model SIP culture of: Transparency, Accountability, Community Focus, Agility and Respect
- Consistently demonstrate the values and mission of United Way
- Perform other duties as assigned

Competencies and Skills

- Comfort with ambiguity and ability to thrive in a fluid, entrepreneurial environment; willingness to “roll up one’s sleeves” and extend beyond formal responsibilities based on the needs of the work
- Experience with complex project implementation and stakeholder management
- Dedication to improving outcomes for community members
- A track record of leading, inspiring and developing high-performing teams
- Equity-driven
- Results oriented with the demonstrated ability to apply strategic and decisive problem-solving skills
- Ability to work and thrive within a fast paced, startup environment
- Ability to work within a team environment using consensus building to achieve a desired result
- Excellent written, verbal communication and presentation skills
- Outstanding interpersonal skills, with the ability to build authentic relationships with a diverse set of high-profile stakeholders
- Strong analytical skills
- Ethical/Credible
- Cultural humility

Supervisory Responsibility

This position has supervisory responsibility.

Travel

Travel is primarily local during the business day, although some out-of-the-area and overnight travel may be expected.

Desired Education and Experience

Advanced Degree in a related field

Experience in a start-up environment

At least 10 years of experience working in or supporting a community nonprofit organization, government agency or similar type of organization

Or equivalent combination of education and/or experience

In support of the ADA, this job description lists only the responsibilities and qualifications deemed essential to the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

United Way of Greater Rochester is an Equal Opportunity Employer. This policy prohibits discrimination on the basis of sex, race, gender, color, religion, creed, national origin, age, marital status, sexual orientation, disability, genetic predisposition, veteran status or status as a member of any other protected group or activity.

Please apply online at: <https://www.uwrochester.org/About-Us/Join-Our-Team>