



**United Way
of Greater Rochester
and the Finger Lakes**

**UNITED WAY OF GREATER ROCHESTER AND THE FINGER LAKES
JOB DESCRIPTION:**

PROJECT MANAGER

SUMMARY

TogetherNow is an initiative to develop and implement improved, person-centered service delivery for individuals who are vulnerable or living in poverty. A key component of this work is the redesign of the current service delivery model, including designing and implementing new workflows, strategies and tools that allow service providers across health, human services, and education to work together in a more coordinated fashion.

Monroe County has selected TogetherNow to design and implement the Department of Human Services (DHS) Community Integration Initiative (CII), which will transform how DHS services are delivered across our community. By engaging with TogetherNow, the future state of DHS will be created with the input of impacted community members, community service providers, and DHS staff leveraging the practices of collaborative community engagement and human-centered design. Further, TogetherNow recognizes the services provided by DHS are part of a larger delivery system that should provide integrated cross-sector support enabling a person's transition from crisis to stable to thriving. By partnering with SIP on this effort, DHS will be fully aligned and immersed in the wider community's vision and activities aimed at improving the health and economic well-being of individuals and families, especially individuals who are vulnerable or impacted by poverty.

On a day-to-day basis, the CII Project Manager will be responsible for partnering with DHS staff, community members, and service providers to identify and manage requirements and design pilot potential "to-be" solutions that transform DHS operations based on the input and needs of the community. The ideal candidate will have experience in project managing a business transformation. The role will include overall management, planning, evaluation, communication, and coordination, and requires exceptional interpersonal skills and a sense of ownership. Keys to success include building community trust, with subcontractors, including the American Public Human Services Association (APHSA) and Design Management Institute (DMI).

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

ESSENTIAL FUNCTIONS

The CII Project Manager reports to the CII Project Lead.

Integrated Service Delivery Design and Implementation:

- Co-facilitate cross-functional teams to design, prototype, pilot and implement integrated workflows in support of the CII
- Monitor prototype and pilot implementation and improvements

- Ensure documentation of cross-sector workflows, policies, and procedures
- Plan and prepare for training and technical assistance
- Assist project lead in the creation and maintenance of project roadmap
- Assist project lead in preparing stakeholders for implementation at scale
- Build and leverage subject matter expertise in Human Centered Design principles and practices
- Be a thought leader by bringing systems thinking and design thinking to redesign processes and interactions

Project Management

- Under the direction of the Project Lead and Assistant Director, assist in the execution of a detailed project work plan (milestones, deliverables, activities) that meet the goals and targets outlined by the proposal and contract
- Support and communicate with the Project Lead and staff in decision-making, program management, and initiative implementation and management
- Assist in the coordination of meetings and events, workgroups, and community engagement activities, including but not limited to maintaining calendars, distributing materials, capturing information in meetings, producing meeting minutes, capturing and updating attendance documents, managing partner contacts, tracking supplies and incentives
- Establish a communication plan and collaborate with SIP Communications Lead to implement
- Proactively manage issues, and risks and facilitate continuous improvement
- Foster trust, shared accountability and transparency across the project and drive progress towards completion of Project milestones

Maintain SIP Culture

- Ensure SIP activities and actions reflect SIP cultural priorities: Be Transparent, Accountable, Community Focused, Agile, Respectful and Listen.

Perform Other Duties as Assigned

SKILLS AND COMPETENCIES

- A record of accomplishment of leading process improvements by partnering with operations and supporting functions, working with them to identify opportunities, develop solutions and implement agreed-upon continuous improvement alternatives
- Successful track record of managing multiple projects at the same time
- Experience and passion for facilitating groups through several types of discussions including planning and status meetings, issues management and consensus-building sessions
- Experience working with design thinking and/or human centered design
- Ability to train team members and project stakeholders in process improvement techniques
- Ability to think and problem solve at a systems level, as opposed to only on a program or organizational delivery level (e.g., identify strategies focused on increasing coordination or filling gaps in service)
- Dedication to improving outcomes for community members
- Experience working with stakeholder groups that are diverse in their culture, ethnicity, socio-economic status, and other experiences
- Effective communication and interpersonal skills
- Proactive, inquisitive, positive, and collaborative

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- A team player with a hands-on mentality and a 'no task is too small' attitude
- Ability to work independently; self-starter

FLSA CLASSIFICATION: Exempt

REPORTS TO: Project Lead

SUPERVISORY RESPONSIBILITY

None

TRAVEL

Some travel- local during the business day

EDUCATION AND EXPERIENCE

- Bachelor's Degree or demonstrated capability to perform job responsibilities with an equivalent combination of education and/or relevant experience
- 10 or more years of experience working in the field of project management/product development experience in Healthcare, Human Services and/or Education
- Strong computer skills including proficiency with MS Office Suite, Visio and/or other process mapping software
- Project Management Professional (PMP) is strongly desired
- Experience managing a client-facing, a direct service program for a state, local, or federal agency or non-profit organization is a plus

JOIN THE TEAM!

United Way of Greater Rochester and the Finger Lakes is a dynamic and collaborative work environment comprised of dedicated professionals who are driven to make our community a better place. Join our team and make an impact by serving our region with your time and talent.

OUR MISSION

Our mission is to unite the goodwill and resources of our community so that everyone can thrive. That means that our team is committed to working with local donors, businesses, not-for-profit program partners, municipalities, and individuals to make this region stronger and more vibrant together.

OUR VALUES

Our core values define who we are and how we serve our community. United Way and our team members are caring, collaborative, equity-driven, innovative, respectful, results-oriented and trustworthy. United Way strives to ensure employees and external partners feel valued, connected and empowered.

WHAT WE OFFER

- Competitive financial and wellness benefits
- Generous paid time off, retirement plan, and other fringe benefits
- Hybrid working arrangements
- Opportunities to give back to the community in life-changing ways
- Paid professional development
- Team events and internal committees for connection opportunities and fun!

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HOW TO APPLY

Candidates may apply online at: <https://unitedwayrocflx.org/about-us/join-our-team/>

United Way is committed to equal employment opportunities for all employees and applicants for employment. United Way prohibits discrimination against employees and applicants in all aspects of employment including but not limited to recruitment, hiring, compensation, promotion, training, leaves of absence, benefits, termination, employer-sponsored activities, social and recreational programs, and recognition. United Way prohibits discrimination against all legally protected classes including age, color, creed, disability, domestic violence victim status, gender expression, gender identity, genetic predisposition, marital status, military status, national origin, parental status, political affiliation, pregnancy-related condition, prior arrest/conviction record, race, religion, reproduction health choices, sex, sexual orientation, or other non-merit-based factors.