



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

**UNITED WAY OF GREATER ROCHESTER AND THE FINGER LAKES  
CAREER OPPORTUNITY  
HUMAN SERVICES TRANSFORMATION LEAD**

**SUMMARY**

The Human Services Transformation Lead is a new United Way position, created to be the link between community-based organizations (CBOs) and the Systems Integration Project (SIP). This position will also lead future community transformation opportunities to support the changes in human service delivery.

The Systems Integration Project is launching a person-centered service delivery model that improves access and removes barriers to services and support for individuals who are vulnerable or living in poverty. This new model is based on individuals' self-defined goals and needs, and coordinates services through shared workflows and technology across housing, food, health, employment, education and more.

This individual will help assess CBOs who are early adopters and determine their readiness to effectively participate in an integrated system, focusing on identifying roadblocks and breaking down barriers towards integration. This position will support the development of workflows for critical needs in the community including housing, food and transportation with a focus on diversity, equity, inclusion and access. This position will partner with the Systems Integration Project team and our local 211/Lifeline to build a robust, documented standard of practice around decision making as it relates to service delivery. This individual The Human Services Transformation Lead works with empathy, maintains a high level of communication and understanding and is solution oriented.

**ESSENTIAL FUNCTIONS**

- Partners with the Systems Integration Project's Delivery and Engagement Teams to support CBOs transitioning into an integrated service delivery model. Creates and supports workflows, strategies and tools that allow service providers across health, human services and education to work together in a more coordinated way.
- Serves as a partner to CBOs and an ambassador of the Systems Integration Project and United Way
- Identifies gaps and needs with CBOs and the nonprofit sector and supports finding solutions. Course corrects and advocates for the CBOs.
- Supports the implementation of Mywayfinder: supports building out the workflows, researches and analyzes the current state of the social service system, supports badges and other process implementations for achieving standards
- Implements tools for capacity building with CBOs
- Facilitates creation of standards and supports for human service providers across multiple sectors and ties this to system- level requirements (for example, a common set of EAP supports, common set of DEI training, and other supports and trainings). Determines content and process for deployment in a way that is of value to providers.

- Forms and navigates relationships with stakeholders, facilitates dialogue and frames discussions
- Determines and implements pathways for community members and CBOs to meet critical needs within the integrated service delivery model. Once implemented, focuses on continuous improvement within the pathways.
- Supports the CBOs in building out their online 211 provider profiles toward the future state system while detecting roadblocks and creating solutions
- Assesses service providers to lean-in and create positive change to adopt the integrated service delivery model
- Consistently demonstrates the values and mission of United Way
- Performs other duties as assigned

#### **SKILLS AND COMPETENCIES**

- Dedicated to improving outcomes for community members
- Experience working with stakeholder groups that are diverse in their culture, ethnicity, socio-economic status, and other experiences. Possesses cultural humility.
- Demonstrates strong facilitation skills across sectors. Experience and passion for facilitating groups through various types of discussions including planning and status meetings, issues management and consensus building sessions
- Has knowledge and experience with the language and terms of the non-profit sector
- Has vision and ability to zoom out and to zoom in
- Maintains strategic vision while building trust
- Skilled in change management and theories of change
- A track record of leading process improvements by partnering with organizations and supporting functions, working with CBOs to identify opportunities, develop solutions and implement agreed upon continuous improvements
- Experience working with design thinking and/or human centered design. Champions person-centered models
- Ability to think and problem solve at a systems level, as opposed to only on a program or organizational delivery level
- Strong communication and interpersonal skills
- Proactive, inquisitive, positive, and collaborative

**FLSA CLASSIFICATION:** Exempt

**REPORTS TO:** Chief Impact Officer

#### **SUPERVISORY RESPONSIBILITY**

This position does not have supervisory responsibility

#### **TRAVEL**

This position may require day travel. Travel outside of the local area and or overnight travel may be required but it is rare.

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

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## **EDUCATION AND EXPERIENCE**

Bachelor's Degree in a related field from an accredited program. 7+ years of working with CBOs, or equivalent combination of education and experience.

## **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 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 always 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!

## **HOW TO APPLY**

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

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