



United Way of Rutherford
& Cannon Counties

Job Profile

Job Title: The Family Collective Coordinator, Rutherford County

Department: Community Impact

Reports to: Vice President, Collective Impact and Strategic Initiatives

Status: Regular Full-Time Exempt, Grant-Funded Position

Date Revised: September 17, 2020

Position Summary: *The Family Collective Coordinator contributes to the efforts of United Way of Rutherford and Cannon Counties (UWRCC) by providing leadership, professional development, administrative support, meeting planning, family focused event planning, and special project facilitation for The Family Collective, specifically in Rutherford County. This position is keenly aware of program operations and assists in ensuring day-to-day operations are running smoothly in order to allow program objectives to be met. In addition, this position is responsible for coordinating resources necessary for successful internal and external meetings that strengthen partner and client relationships.*

Essential Functions: The following are indicative of the essential functions required to perform this job successfully. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. This profile is not intended to be all inclusive of tasks and responsibilities required; it provides a description of the critical responsibilities associated with this position.

Program Leadership

- Evaluates, develops, and leads system level work that aligns with the Tennessee Department of Human Services four (4) core components of the Two-Generation Approach: Education, Economic Supports, Health and Well-Being, Social Capital.
- Identifies, creates, and implements short- and long-term goals and objectives with the aim of achieving successful outcomes.
- Analyzes, identifies, and develops strategies to grow the Two-Generation work in Rutherford County and position United Way as a leader in this space.
- Leads and collaborates with team members in order to ensure the team has knowledge and resources needed to achieve departmental goals.
- Researches Two-Generation Approach and Case Management models to ensure processes and program delivery are aligned with evidence-based programming and best practices.
- Works with partners to encourage best practices in program delivery, evaluation, and reporting.
- Markets The Family Collective to the community to promote the acts of volunteering, advocating and giving.

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- Develops and maintains collaborative partnerships across Rutherford County, including Middle TN and Nashville as appropriate, with the purpose of gaining the necessary resources for program growth.
- Works in collaboration with UWRCC leadership team to inform design and data points captured in reporting dashboards.
- Works in collaboration with UWRCC leadership team to support staff training on multiple data platforms.
- Works collaboratively with supervisor to oversee the financial budget for The Family Collective in Rutherford County and to ensure the financial stability of the initiative and organization.
- Identifies and helps secure grant funding in support of The Family Collective.

Partnership, Network, and Professional Development

- Creates partnerships that increase resources, knowledge, and revenue within the two-gen arena that positions UWRCC's Bold Goals 2030 initiatives to increase its presence and impact in the community.
- Builds relationships with key stakeholders including local and state government, local leaders, and non-profit service providers to foster collaborative efforts and strengthen community initiatives.
- Represent UWRCC's Bold Goals 2030 interests at community leadership tables including local, state, and public or private convening in order to share UWRCC's mission and position for partnership.
- Stays abreast of current trends, initiatives and best practices in two-gen field.

Administrative Support:

- Ensures efficient inter-program and partner communication by distributing information in a timely manner, allowing for team members to be aware of progress in programs, projects, and procedures.
- Assists in processing of expense reports, purchase orders, and check requests to determine if programmatic spending is within budget.
- Assists in processing of partner invoices to allow for timely submission and reimbursement of partners.
- Assists in the preparation of partnership agreements between UWRCC, United Way of Greater Nashville and its program partners to ensure all parties are aware of the criteria within the partnership.
- Assists in the maintenance of program related databases to be used as a tracking tool for effective outcome reporting and evaluation.
- Keenly aware of program and assists in ensuring day-to-day functions are running smoothly to allow objectives to be met.

Meeting Planning:

- Prepares agendas and makes arrangements for available resources and materials needed in order to facilitate a successful meeting.

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- Coordinates services for events such as accommodations, facilities, and catering in order to provide a hospitable environment.
- Evaluates and selects vendors to provide services according to grant requirements in order to ensure meeting objectives are met.
- Prepares all necessary materials to allow for communication before, during and after meetings
- Handles all meeting information requests and follows-up to ensure effective communication with all parties involved.
- Welcomes guests and answers or directs inquiries to create a hospitable environment
- Records meeting minutes to create an accurate account of the meeting, to record decisions made, and assigned actions.

Family Focused Event Planning:

- Works with team to organize and coordinate family focused events allowing for families to connect and build stronger bonds.
- Prepares all necessary materials for family focused events in order to ensure event objectives are met.
- Coordinates catering, vendor and other resource needs necessary for an engaging and inviting event for families.
- Ensures budget availability and billing requirements to ensure grant budget allowances are not exceeded.

Special Projects:

- Assists with facilitation of special projects
- Assists in coordination and facilitation of special programming, professional development or other similar activities (i.e.: case management certification) that will enhance programming and increase competencies with partners and/or families in the program.
- Support all registration needs of special projects to ensure an accurate record of attendance and measure relevance to the program.

Competencies:

- *Brand Advocate:* Conducts themselves in a manner that promotes integrity, trust and strong ethics, to protect the reputation and results of UWRCC.
- *Mission Driven:* Focuses on needs and aspirations of the community by telling the "United Way story" to help others understand the importance of volunteer, advocate, and give.
- *Relationship Management:* Builds relationships internally and externally through communication efforts with external funders, corporate partners, individual donors, community members, and organizational stakeholders in efforts to generate enthusiasm of UWRCC's work; demonstrates credibility in all interactions; and demonstrates the ability to effectively build a network of contacts by understanding what motivates individuals and organizations to grow and sustain funding.

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- *Outcomes Motivated:* Creates and maintains high performance standards that capitalize on opportunities to build support for Financial Stability, Health and Education, by developing relationships that drive results.
- *Effective Communication:* Ability to effectively communicate through oral, written and technological means; actively listening and expressing oneself clearly, to ensure those that need specific information acquire it; plan and deliver communication that makes an impact and persuades the audience.
- *Business Acumen:* Has keenness in building relationships with business professionals in a manner that is likely to lead to the desired outcome of increased UWRCC volunteers, advocates, and givers. Ability to understand UWRCC's mission, operations and functions, the external environment, and how workplace donations to UWRCC can contribute to core operational functions and community impact.
- *Ability to Multi-task:* Ability to manage multiple projects simultaneously; requires knowledge of time management, setting priorities, and managing project plans.
- *Initiative and Self-motivation:* Plans work and carries out tasks without detailed instructions; makes constructive suggestions; prepares for problems or opportunities in advance; undertakes additional responsibilities; responds to situations as they arise with minimal supervision.
- *Stress Tolerance:* Displays emotional resilience and the ability to withstand pressure on an on-going basis; Deals with difficult situations while maintaining performance; Seeks support from others when necessary and uses appropriate coping techniques.
- *Team Work:* Works collaboratively with other to achieve goals and objectives; continually tries to improve team effectiveness; hold self and others accountable for team performance; motivates and encourages all members to work together in order to achieve maximum results; Supports group decisions and puts group goals ahead of own goals; effectively interacts with others.

Qualifications:

- *Education:*
 - Bachelor's Degree in Social Work, Psychology or a related field; Master's preferred, or
 - Bachelor's Degree in a business-related field
- *Experience:*
 - Non-profit program development and management: 2-3 years
 - Project Management and/or Event Planning: 1 year
 - Ensuring the fidelity of data entry
 - Experience using ServicePoint, CharityTracker and/or Efforts To Outcomes as a user or a System Administrator
 - Administrative Support: 1 year
- *Skills:*
 - Relationship cultivation and management
 - Strong written, verbal, and technological communication
 - Understanding metrics and evaluation
 - Grant research and writing

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- Proficiency with all Microsoft Office products
 - Basic computing skills
- *Knowledge*
 - Serving vulnerable communities
 - Two-Generation Approach
- *Miscellaneous*
 - Valid Driver's License and Proof of Insurance

Environmental Conditions and Physical Demands:

- Employee must occasionally lift and/or move up to 30 pounds. The employee is required to stand, walk, climb and balance.
- Employee spends a majority of time seated; working at a desk in front of a computer monitor. Manual dexterity sufficient to reach/handle items and work with the fingers.
- Well-lighted, heated, and/or air-conditioned indoor office setting with adequate ventilation.

United Way of Rutherford and Cannon Counties is an equal opportunity employer and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability status, protected veteran status, or any other characteristic protected by law.

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