



United Way of Delaware
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JOB DESCRIPTION

TITLE Vice President, Outcomes and Impact		Division Community Impact
GRADE 7	FLSA Non-Exempt	REPORTS TO Dan Cruce, Chief Operating Officer
DATE 10/20/2020		

EXPECTATION FOR ALL EMPLOYEES:
Support the mission, vision and values of United Way of Delaware (UWDE) and Delaware 2-1-1 (DE211). When appropriate, participate in various after hours and weekend activities that benefit UWDE/DE211 and the community. Due to the leadership role UWDE is called upon to play in the community, it is the expectation that all UWDE staff will be fully engaged in community meetings, events and activities.

POSITION SUMMARY:
The Vice President, Outcomes and Impact, is responsible for creating, leading and continuously improving UWDE and DE211 performance management routines, tools and outcomes to implement its vision, strategic plan as well as organizational culture. This leader will analyze and interpret related quantitative and qualitative data to ensure integration and alignment across UWDE and 211. Further, this leader will develop tools for, and communicate with, internal and external audiences related to UWDE and 211's impact demonstrating systemic as well as practice change intended with UWDE and 211's strategic direction.

PRINCIPAL DUTIES AND RESPONSIBILITIES:

- Create, lead and continuously improve UWDE and 211's performance management roles, routines and results
- Work horizontally across UWDE and 211 programs to develop a deep understanding of each from intent to implementation as well as the leaders and teams over those programs
- Create intentional routines and develop the tools to best link team outcomes and culture shifts
- Create, implement and lead the data monitoring, reporting and recommended improvements needed to reach or surpass strategic plan goals, program milestones, grant/funding requirements and team success
- Include in the above the incorporation of logic models tied to the strategic plan and key programs as well as coherent, uniform and simple project plans for all major work streams
- Develop procedures and practice that enable clear communication and knowledge transfer supporting UWDE and 211 fundraising and philanthropy
- Lead internal and external communications related to outcomes and impact with specificity, clarity and precision
- Utilize deep understanding of programs to identify the organizational culture shifts necessary to grow the organizational capacity for strong teams and leaders related to outcomes and impact
- Create intentional routines and develop the tools to best link culture shifts and team outcomes

QUALIFICATIONS/ SKILLS AND KNOWLEDGE REQUIREMENTS

Education Requirements:

College degree required, advanced degree preferred.

Experience Requirements:

- Minimum ten years' experience
- Proven professional that is mission-focused, relationship-oriented, a collaborator, results-driven, detailed oriented with a demonstrable success record taking initiative
- Brand steward experience, must have successful experience working with culturally and ethnically diverse staff, volunteers, partners and community stakeholders



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- Successful experience researching and developing knowledge of existing resources (federal, state, county, city and private agencies)
- Excellent interpersonal skills, including ability to communicate effectively both verbally and in writing, reflective listening skills, with a high degree of sensitivity to the needs of our customers and partners
- Tangible success record of working well within a team environment on various responsibilities simultaneously while maintaining a positive attitude
- Successful track record working with varying levels of supervision and an ability to maintain professional boundaries and confidentiality

Core Competency Requirements:

- **Critical Thinking and Creative Problem Solving** – Able to address and manage complex issues to achieve desired results including the ability to gather, interpret and use relevant data to drive strategy development, make decisions and drive for results
- **Data Analytics**—Proven leader analyzing, interpreting, preparing and communicating recommendations based off of quantitative and qualitative data
- **Planning and Implementation** – Successful track record taking initiative planning and developing initiatives within impact areas to achieve results that drive collective community outcomes
- **Results-Driven** – Dedicated to shared and measurable goals for the common good; creating, resourcing, scaling and leveraging strategies and innovations for broad investment and impact
- **Effective and Engaging Communicator** – Highly effective and passionate communicator, articulating the United Way of Delaware message in a way that inspires others to act in service to the organization and the community
- **Change Management** - Champions and facilitates change to ensure long-term community sustainability with a honed ability to adapt successfully to change while maintaining positive relationships with all constituents, internal and external
- **Strategic Relationship Building** – Proven ability to develop and maintains strategic relationships that generate the resources necessary to support United Way of Delaware’s mission
- **Entrepreneurial and Innovative** - Creatively seeks new opportunities to generate revenue and other resources that add greater value to the organization and the community






ACKNOWLEDGEMENT OF UNDERSTANDING: The above statements are intended to describe the general nature and level of work being performed by people assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties and skills required. Nothing in this job description restricts management’s right to assign or reassign duties and responsibilities to this job at any time.

PRINT EMPLOYEE NAME

EMPLOYEE SIGNATURE/DATE

UNITED WAY OF DELAWARE CORE VALUES STATEMENT

As a member of the United Way of Delaware team, we expect that you and every employee will live up to our Core Values and that you will model these behaviors inside and outside UWDE.

	<p>“WOW” Customers</p>	<p>There are thousands of nonprofits organizations, so we must innovate and find ways to stand out. We believe that our people define us and that our expert, caring colleagues enabled by new ideas and insights can be our differentiator.</p> <p>This mission is an inclusive one – no matter where you sit in the organization, you interact with and support customers. Let’s work together to make sure those we do business with have the best possible experience.</p>
	<p>Grow and Learn</p>	<p>We’ll work together to better understand what our customers want and need – continuously evaluating everything from our strategies to our processes – and make UWDE more appealing and relevant to our donors, partners and stakeholders. To achieve this is an ever-changing environment, we need colleague who are continuous learners and are change resilient.</p>
	<p>Collectively Drive Change</p>	<p>Change is inevitable and constant. Our ability to deliver meaningful results is critical as we move forward in our journey. Together, we can work smarter, leveraging the insights provided by data to learn more about our customers and community to empower our colleagues to make better, faster decisions.</p> <p>This mindset will help us to work differently and approach our work in a more agile fashion – aiming to deliver value more quickly versus traditional efforts to be tactical and task oriented.</p>
	<p>Mission-Driven</p>	<p>Diversity, inclusion and belonging will always be a priority knowing that our difference makes us that much stronger. We want this to be a place where you feel proud and happy, and know your ideas are welcomed and valued. Together, we’ll learn and embrace new skill sets and perspectives to help take us forward.</p> <p>In working together and in support of one another, we will work to create an environment where we’re attracting and retaining the very best talent to drive employee engagement, customer commitment and financial success.</p>
	<p>Relationship- Oriented</p>	<p>At the heart of our work lies the community. Our genuine and authentic colleagues leverage their passion and skills set to create lifelong relationships to drive social change. This means we have to operate with a shared vision internally (no silos and division) and create and influence a shared community vision.</p>