**Vice President for PA 211**

**Reports to:** United Way of Pennsylvania President

**Goals:**

1. Work with the PA 211 board to conceive, develop and implement strategy and tactical plans which position 211 to be a valuable partner which can effectively serve Pennsylvanians and build healthy and safe communities.
2. Provide business development and management leadership to PA 211 which builds sustainable revenue and positions PA 211 service as the place to turn for health and human services partnerships that align with PA 211’s unique value to communities.
3. Represent PA 211 and promote positive relationships in current and expanded partnerships with government, nonprofit and other community organizations, healthcare, funders and professional organizations.
4. Mobilize PA 211 data to provide insights and actionable data that supports equity and access to needed services in communities across Pennsylvania.

**Key Responsibilities:**

Provide executive leadership for PA 211 as directed by the PA 211 board, and in partnership with the United Way of Pennsylvania. Serve as the lead relationship from PA 211 to the UWP President and UWP Board.

Ensure that the strategic plan, goals and objectives adopted by the PA 211 board are implemented. Provide regular monitoring and reporting to the board to measure progress on goals and objectives. Gather and share information, and exercise professional judgment to help the PA 211 board make well-informed strategic and operational decisions.

Build plans with regional provider partners to achieve a high quality and consistent 211 experience for customers statewide.

Responsible for administration of PA 211 operations, including:

Direct staff resources

Development annual budgets for PA 211 programs in collaboration with the UWP Director of Finance,

Review and evaluate the results of program activities

Ensure that continuing contractual obligations for PA 211 are being fulfilled;

Develop technology plan to enhance 211 customer experience, position for partnership opportunities and support data-driven advocacy/ community investments in cooperation with UWP and local United Ways

Collaborate with UWP President and PA 211 board to secure funding for the planning, enhancement and sustainability of PA 211. Prepare funding proposals and develop work plans that strategically align with PA 211 and UWP goals and priorities.

Partner with UWP Public Policy team to advocate for state funding and secure mission-aligned state government contracts for PA 211.

Assure effective data collection and quality assurance, as well as data reporting to key partners, and data to support effective advocacy for 211 by UWP and other partners.

Ensure coordination of the activities of the statewide 211 system, including appropriate technology infrastructure for an integrated, statewide 211 system that enables PA 211 to be positioned to join national 211 data efforts.

Develop and maintain excellent working relationships with United Ways, public and private organizations, and state agencies in order to foster broad awareness about and support of PA 211’s mission, goals and values.   
  
Develop and maintain excellent working relationships with United Way Worldwide 211 staff, US 211 and the Alliance for Information and Referral Systems. Actively participate in national 211 planning and development activities to represent the interests and goals of PA 211.

Act as a primary ambassador of the PA 211 network with partners from various sectors including other nonprofit organizations, healthcare organizations, and government partners.

Ensure compliance with grants and contracts held by PA 211, or by UWP on behalf of PA 211.

**Skills:**

* Collaborative consensus-builder and visionary who can focus on organizational assets and value of the 211 services and develop a realistic plan to engage various types of partners to support that vision.
* Demonstrated skills and/or experience in coalition-building and project collaboration with multiple public and private organizations.
* Effective at leading staff and volunteers to reach common goals and objectives.
* Committed to continuous learning and keeping up to date with key policies and changes that affect 211 and our partners.
* Outstanding project management skills, with the ability to drive complex, multi-faceted projects forward to deliver results on time.
* Advanced problem-solving and decision-making skills and the ability to multi-task and handle conflict
* Demonstrated skills and/or successful experience in project management, complex issues management and/or multiple project sites involving regional and statewide partners.
* Efficient and effective work habits; familiarity with the use of relevant computer software including, but not limited to, Word, Outlook, Excel

**Minimum Requirements:**

Bachelor’s degree in nonprofit management, organizational change management, or related field: Master’s Degree preferred. Equivalent experience also considered.

Executive experience, preferably with a nonprofit organization

Excellent verbal and written communication skills

Experience working with a board of directors to drive an organizational strategic plan

Preferred: experience with health and human services information and referral

Statewide travel is required, limited out of state travel will also be expected

Ability to operate a motor vehicle, or to provide your own reliable transportation to and from the office as well as for required statewide travel.

This is a full-time position. This position is exempt under the FLSA.

**Salary and Benefits:**

United Way of Pennsylvania offers a competitive benefits package which includes health care, vision, dental insurance, paid time off and a 401(k) employer match. UWP maintains a hybrid working environment, with a combination of office days and work from home days. The employee is not required to work out of the organizational headquarters in Lemoyne, PA. However, the employee will be required to attend mandatory meetings and organizational business when in-person attendance is necessary. United Way of Pennsylvania will not reimburse travel expenses associated with the commute to the organizational headquarters.

The starting salary for this position is $85,000 to $100,000 depending on experience.

**To Apply:**

Please email a cover letter and resumé to [info@uwp.org](mailto:info@uwp.org) by June 5, 2023.