

Job Title: Manager – Community Impact

Reporting to: Senior Manager – Community Impact

Department: Community Impact

Work Schedule: Full time position. Core Hours of Monday-Friday, 9:00 to 5:00 p.m. and 9:00 to 2:00 pm on Second, fourth and fifth Saturdays. Must be able to work a flexible schedule, including early morning, evening, and weekend work. Travel is primarily local during the business day, although some out-of-area and overnight travel may be expected.

Overall Purpose of this Role:

The position involves on-ground implementation of the projects implemented by the organisation. This will include coordinating day to day activities, managing relationships with NGO Partners; thorough comprehension of the proposal, prepare action plan and review the timelines and the quality of service delivery. The person will be responsible for monitoring implementation schedules, information flow, manage trackers, databases, segregation and analysis of field level data. The position will also involve establish positive donor, team and public relations, and to interact effectively with people of diverse backgrounds.

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Key Accountabilities:

- Conduct primary and secondary research in the identified project area
- Leads the Program Management - project design, planning and implementation of community initiatives projects and programs.
- Identify grassroots program partners and develop a collaboration approach concerning setting direction, supporting, implementing, communication, and decision-making within the Project area
- Implement programs, monitor progress and guide the field team on their activities.
- Liaison with concerned government departments & district administration for cooperation and convergence with program activities.
- Facilitate technical assistance and handholding support to the partners as required for program implementation.
- Support the field teams and work closely with the partner organizations on all project related activities
- Provide superior service that exceeds the expectations of both internal and external customers.
- Volunteer and actively participate in projects, special events, cross-functional teams or workgroups that support the work of the entire organization.

Professional Competencies:

- **Mission Focused**
 - Ability to catalyse others' commitment to mission
 - Strives vigorously to accomplish shared goals
 - Separates one's own interests from organizational interests to make the best possible judgments for the organization
- **Manage Relationships / Relationship-Oriented**

Ability to communicate effectively to develop, grow, and sustain productive relationships. Knows how to capture and record relevant information and how to interpret and utilize the information to forge partnerships, collaborate, cultivate, grow, sustain, and strengthen internal and external relationships.

- Understands and motivates individuals and organizations
- Values diversity and inclusion
- Effectively communicates
- Treats others with respect and dignity
- Actively listens to and facilitates diverse input and contributions

- **Achieve Results / Results-Driven**

Is personally accountable for the results they achieve. Ability to adapt to ever-changing environment. Is organized, able to plan, think strategically, and is creative, innovative, and appropriately persistent. Ability to make decisions and willing to take risks when appropriate to achieve results and meet goals.

- Has a searing focus on results and can effectively communicate goals and impact
- Advocates for support of education, income, and health
- Promotes innovation/willing to take risks
- Develops relationships to drive resources and results
- Has the necessary organizational skills to deliver on business model

- **Brand Steward**

- Acts with integrity and strong ethics to foster trust at all levels (personal, market, societal)
- Internalizes the meaning and commitment of United Way and consistently acts according to its value and purpose

Required Education Experience and Competencies:

- Master's degree in sociology, education, social work with two years of managerial experience. Bachelor's degree with four years of supervisory experience in a social service agency will be ideal.