

Community Impact Manager, Knowledge Management



We Love What Makes You Unique

Your perspective fuels our mission-driven work at United Way of Greater New Haven. We are committed to building a team that is inclusive across race, gender, age, religion, identity, and lived experience. As a team, we are also [committed](#) to addressing systemic racism and injustice in our community, our partnerships, and our practices.

Who We Are Looking For

Are you a “dot-connector” of information, ideas, and people? Can you identify trends, stories, and opportunities in the community? Do you get excited at the idea of helping community partners and team members track program data to tease out and tell the story of program impact? Are you always looking for ways to improve how a project team designs and implements its work? Would people who know you describe you as having an incredible attention to detail and an uncanny skill to organize information? If you answered yes to the questions above, this position may be an opportunity for you to use your talents as a force for good in our community!

United Way is seeking a Community Impact Manager who is highly organized to lead projects and help the Community Impact team manage a variety of program initiatives, track data and grant systems, and effectively utilize information and tools to tell our story. This role will collaborate with a wide range of community partner organizations focused on education, financial stability, and health, and will help design new internal systems to help increase United Way’s organizational effectiveness.

What You Will Do

- **Provide support and coordination for Community Impact initiatives.** United Way is committed to drive solutions that improve financial stability, education, and health for all. You will work closely with our Community Impact team to ensure we provide excellent support for our community partnerships – including nonprofit organizations, local government, and other regional and state-wide partners.
- **Manage data and identify opportunities for continuous improvement.** As a systems thinker, you will be asked to manage United Way data, grants, contracts, and reporting activities. You will be asked to apply critical thinking and creativity to explore ways that we can continuously improve the collecting, organizing, synthesizing, and sharing the story of United Way program impact.
- **Respond to emerging needs.** Over the course of the pandemic, United Way has frequently stepped up to support our community in new ways – coordinating new food distribution programs, helping launch community learning hubs, distributing financial

assistance to ALICE families, as examples. In this role, you will be a go-to point person to help coordinate special projects. You will be someone who gets excited by new projects, designing both the setup, implementation, and reporting of activities.

- **You will work as part of a team.** You will report to the Vice President for Community Impact and you will be a cross-functional member of the Community Impact team. You will collaborate with our Marketing and Resource Development teams to tell the story of United Way to ensure that our community understands the work and impact in our community. You will also maintain good working relationships with community, nonprofit, and business leaders in the community. And of course, there will be other duties as assigned.

What You Need

- **Education:** Bachelor's degree with three to five years of relevant experience in a nonprofit OR the equivalent of lived experience in related fields.
- **Knowledge:** an understanding of the Greater New Haven landscape of nonprofit partners in the areas of education, financial stability, and health.
- **Management Experience:** Demonstrated success in project management and relationship management.
- **Communication Skills:** Strong communication skills; able to interface with all departments internally and ability to represent UW in a variety of settings. Demonstrated ability to synthesize material, both verbally and in written form for a broad audience. Able to present information at meetings.
- **Facilitation Skills:** Experience with group facilitation, training, and working in a collaborative environment. Ability to facilitate meetings effectively while balancing multiple points of view.
- **Partnership Skills:** Positive customer-service orientation to both external partners as well as our internal United Way team. Skills to establish and maintain high quality relationships with a variety of stakeholders.
- **Planning Skills:** Excellent organization skills and a sharp attention to detail. Flexible thinker who can balance systems thinking and on-the-ground implementation. Ability to proactively see what actions are needed, take initiative, and implement projects.
- **Technology Skills:** Strong proficiency in Microsoft Office applications including Word, Excel, PowerPoint, and Access, as well as the Google Suite platform. Experience with other CRM and data management platforms, preferred.
- **Project Management Skills:** Must be able to take initiative, demonstrate leadership, work inter-dependently and produce consistently high-quality work. Ability to analyze and exercise sound judgment. Highly motivated and creative out-of-the-box problem solver.
- **Relationship skills:** Community minded with high-level active listening skills and the ability to connect with people of different economic and ethnic backgrounds. Ability to balance a variety of perspectives representing all areas of diversity including race, ethnicity, gender, ability, age, sexual orientation, and religious beliefs/faith practices.
- **Knowledge Management Skills:** Experience working with various types of databases and content management systems is preferred. Skills to develop summaries and visual presentations of qualitative and quantitative data. Demonstrated desire to build a culture that values and incorporates data into reflection and decision making.
- Local and statewide travel is required; Out of state travel as needed.

Compensation and Benefits

Compensation includes generous paid time-off, health and dental insurance, and a 403(b)-retirement plan with employer matched contributions. Starting salary will be between \$45,000 - \$55,000 commensurate with demonstrated skills, experience, and background.

During COVID-19 this position would primarily be working from home, with access to the office as needed.

About United Way

United Way of Greater New Haven brings people and organizations together to create solutions to Greater New Haven's most pressing challenges in the areas of Education, Health, and Financial Stability. We tackle issues that cannot be solved by any one group working alone. United Way is an Equal Opportunity Employer.

How to Apply

Submit your resume and cover letter, telling us about why we should bring you in for an interview to employment@uwgnh.org. No phone calls, please, but we encourage you to explore uwgnh.org to learn more about what we do. The position will remain open until filled.