

**United Way
St. Croix Valley**



Position Title:	211 Community Impact Director
Reports to:	Executive Director
Type of Employment:	1.0 FTE
Compensation & Benefits:	Salary: \$48,000-\$58,000; Benefits: As outlined in the employee benefit policies.

The 211 Community Impact Director will collectively engage education, public, health, county, law enforcement and business leaders identifying community needs and implementing strategic and efficient solutions to respond to the community needs. The Community Impact Director will be an adaptable self-starter with a passion for creating meaningful change and enriching all communities in Western Wisconsin.

The 211 Community Impact Director must have excellent verbal and written communication skills, strong leadership skills and a passion for the St. Croix Valley. In addition, a commitment to building relationships, increasing program sales/donations, program satisfaction and excellent customer service resulting in an overall positive community impact for all.

RESPONSIBILITIES

Community Outreach Development

- Identify, influence and collectively bring together education, public, health, county, law enforcement, nonprofits and business leaders reviewing current 211 St. Croix Valley data identifying needs and identifying innovative programming solutions to efficiently and effectively respond to these needs.
- Serve on the leadership team of Healthier Together & Polk United and provide support where needed for continued growth and impact for those most in need.
- Increase community awareness of 211 St. Croix Valley by attending community events and ensuring 211 marketing materials are strategically shared in all communities.
- Lead the Pathways Community HUB project for St. Croix Valley

Operations Management

- Manage Information & Resource Specialists ensuring they have the resources to successfully perform their job responsibilities.
- Represent 211 SCV on 211 Wisconsin committees
Ensure quality customer service and impact to those who contact 211
- Provide management of the Mental Health First Aid Training opportunities in Pierce, Polk & St. Croix Counties.
- Manage partner programs, i.e. immunization registration with Pierce County, Wisconsin Department of Health Dental Pain Management Project.
- Engage and train volunteers to support 211

Fundraising & Marketing

- Work closely with Executive Director in a strategic marketing, fundraising, and communications expanding the awareness of 211 St. Croix Valley.
- Identify grant and donor opportunities to increase program funding with the goal to collectively impact all communities in Western Wisconsin.

QUALIFICATIONS

- Four-year degree in human services or related field preferred, or equivalent experience.
- Demonstrated interpersonal skills including: ability to build respect and positive rapport with clients and service providers; one-to-one interviewing skills; ability to determine client needs and identify referral choices.
- Dependability and concern about providing quality service
- Excellent communication skills, including strong reading and writing skills.
- Ability to work independently and in a team, and to set and focus on priorities.
- Strong organizational skills and ability to handle multiple tasks
- Some knowledge of the health and human service delivery system and willingness and ability to learn about community resources
- Strong analytical skills and research skills in finding information about community services
- Ability to recognize and deal with stressful or crisis situations
- Strong computer skills and experience in managing a database; ability to learn new computer software
- Positive attitude, ability to adapt to changing environment

Additional Duties

- Perform other duties as assigned by Executive Director.