

LIVE UNITED



Granite United Way

Granite United Way's Mission is to improve the quality of people's lives by bringing together the caring power of communities.

POSITION DESCRIPTION

POSITION: Director, 211 New Hampshire (NH)
DEPARTMENT: Operations
REPORTS TO: Chief Operating Officer

FLSA: Exempt
STATUS: Full-time

INTRODUCTION:

Granite United Way's Vision is to be the preferred way people work together to build a community that values its collective responsibility to care for each other. All employees at Granite United Way are integral to our ability to achieve our mission. Performance of job duties outlined below, in a manner that enables us to follow through on our promises to the communities we serve, is more than an expectation—it is a standard here at Granite United Way.

RESPONSIBILITIES:

As a key member of GUW management team, the Director of 211 NH is responsible for the overall management and operations of 211 NH, an Information and Referral call center that provides 24/7/365 social services to the citizens of New Hampshire, as well as information and referral services under contract to a number of State agencies, including housing assistance and emergency management.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Manages 211 NH Information and Referral call center serving those in need of assistance connecting to local, state, and federal human service resources- for example, but not limited to: housing/shelter, food, clothing, heat, medical and mental health care, drug and alcohol treatment, and legal assistance.
- Supervise all 211 call center staff, including hiring new team members, training for job duties, managing employee performance and company culture.
- Oversee staff scheduling and on-call staff scheduling, and all communication with New England Call Center (the 3d party vendor for off-hours calls)

- Monitoring of call volume for quality assurance, customer satisfaction, resource scheduling and preparation of monthly reports on a variety of performance metrics
- Lead business planning efforts for 211NH, including the development of narrative descriptions, budgets, work plans and evaluations
- Collaborate with United Way on marketing and resource development initiatives
- Develop, implement, and annually update program procedures and internal policies

- Provide 211 outreach to the public, communities, and various external stakeholders, such as state agencies.
- Lead representative for 211 NH with various groups and external agencies
- Maintain relationships with contract managers at NH State agencies(NH DHHS), the Alliance of Information and Referral Systems, and our program/site host, Eversource.
- Manage difficult caller situations and provide coaching and counseling to 211 NH Staff as needed to improve customer service and staff learning
- Manage inquiries for assistance received via the 2-1-1 general e-mailbox.
- Oversee 211 NH website, including development of plans to improve the use of the 211 NH website to respond to customer inquiries for referrals going forward
- Prepare and disseminate 211 e-newsletter.
- Manage training needs for 211 staff for Alliance of Information & Referral Systems (AIRS) Certification exams, and annual re-certifications.
- Responsible for budgets, procurement, invoicing and reporting on corporate and foundation support for 211NH as well as invoicing all agencies that 211 has contracts with on a scheduled basis, in coordination with GUW Finance department.

EDUCATION, EXPERIENCE, AND SKILLS REQUIRED:

1. Bachelors degree with a minimum 5 years experience in a non profit or call center environment, including supervisory experience.
2. Demonstrated experience in a fast paced environment, with the ability to manage and adjust priorities on a regular basis.
3. Knowledge of non profit principles, practices, and procedures
4. Experience with grant writing, program planning, and budgeting
5. Understanding of United Way or other non-profit fundraising practices.
6. AIRS Certification or the ability to obtain certification within one year of employment start date
7. Proficient in Microsoft Office and databases
8. Ability to follow written and verbal instruction
9. Excellent verbal and written communication skills

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. This document describes the position as it is currently available and is not a contract. Granite United Way retains the right to change modify the position description at any time.

ENVIRONMENT:

The venue of this position is a general office environment that is clean, well-lighted, and environmentally comfortable, free of fumes or airborne particles, and only minimally exposes employees to office solvents limited to those relative to copier equipment.

This position requires:

1. Minimal requirement to reach at or above shoulder level; occasional reaching below shoulder level required
2. Hand manipulation - equipment and controls, frequent; grasping and handling, occasional
3. Ability to travel throughout the territory required
4. Ability to work a flexible schedule, which may include night and weekends
5. Ability to tolerate prolonged sitting and/or standing and to lift up to approximately 25 pounds to waist high level whenever necessary.
6. Mobility includes regular sitting, some standing and walking.

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