



United Way of San Diego County

Job Title: Impact Program Manager – Every Student Every Day
Department: Community Impact
FLSA Status: Exempt/Full Time

POSITION SUMMARY:

The Impact Program Manager will be responsible for implementing Every Student, Every Day, a collaborative effort to improve student attendance and family stability. Using the principles of collective impact (as defined here: <https://www.fsg.org/ideas-in-action/collective-impact>), the Impact Program Manager will work with partners to implement the initiative, develop and maintain strong relationships with school staff, align and leverage resources, design and facilitate training, manage effective communication with all partners, provide clinical supervision for interns, and utilize data for continuous improvement.

United Way of San Diego County is an organization that is fast-paced and has dedicated staff that works together to change the odds for every San Diego child through quality education.

This position may be a fit for you if you:

- Have a Masters in Social Work;
- Are passionate about educational equity and family self-sufficiency;
- Have experience / knowledge of case management and social service delivery systems;
- Are interested in supporting Bachelor and Masters level interns;
- Enjoy developing trusting and productive relationships with partners (schools and community-based);
- Possess exceptional communication skills, both verbal and written;
- Are comfortable with collecting and using data for continuous improvement;
- Have experience / interest in program development and implementation;
- Like to work in a fast-paced, busy environment and are an innovative problem-solver;
- Want to learn, grow and evolve your professional skills while making a difference in the lives of students and families in San Diego

ESSENTIAL FUNCTIONS

- Facilitate annual intern recruitment and onboarding;
- Provide direct clinical supervision to 7 - 10 interns;
- Support interns in identifying and addressing issues of frequent absenteeism through individualized case management, family engagement and school wide attendance-improvement activities;
- Manage relationships between school staff, non-profit partners, universities, County Health and Human Services Agency, and others;
- Cultivate and maintain strong partnership with school staff to achieve programmatic outcomes and support interns;
- Ensure consistent and effective communication between all involved partners;
- Make connections with local service providers and build programmatic capacity to serve identified families;



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- Use principles of continuous improvement to improve and refine strategies including school district and programmatic data; must be able to use qualitative and quantitative data to inform programmatic adjustments;
- Facilitate the development of goals, action plans, deliverables and metrics related to program; prepare and submit monthly reports;
- Serve as a primary liaison between UWSD volunteer engagement team and school staff to plan and coordinate meaningful volunteer activities;
- Partner with other UWSD departments as appropriate to elevate program outcomes and community needs;
- Other duties as assigned

Qualifications and Requirements

- MSW required (2+ years post-grad preferred)
- Demonstrated ability to support, manage and coach others to achieve identified goals.
- Demonstrated ability to manage complex projects, facilitate group process and decision-making.
- Demonstrated strong communication and interpersonal skills, including public speaking and report writing.
- Experience with program / project management
- Experience / familiarity with the principles of collective impact and/or collaborative work.
- Strong knowledge of education, health, family stability, social service and other youth-serving systems of care.
- Demonstrated ability to manage processes and projects on time and to achieve outcomes.
- Demonstrated critical thinking skills
- Demonstrated ability to exercise tact and good judgment
- Demonstrated ability to research topics, assimilate data and report on findings, verbally and in written form.
- Demonstrated ability to manage and organize presentations
- Demonstrated ability to work independently, manage time effectively and follow through.
- Demonstrated proficiency with Microsoft Office package (Outlook/Word/Excel/PowerPoint).

PHYSICAL DEMANDS

Physical demands described here are representative of those that must be met to successfully perform the essential job functions. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions of the job.

- Frequent walking or standing is required.
- Moving about inside the office to access file cabinets, office machinery, etc.
- Hands are regularly used to write, type, key and handle or feel small controls.
- Frequent communication with leadership, staff and the public.
- Weights of up to 30 pounds occasionally lifted (carrying devices provided).

WORK SCHEDULE

Typical schedule is 8:00 a.m. to 4:30 pm, Monday through Friday. Schedule may be occasionally adjusted to include evenings, weekends and holidays as business needs require.