



**UNITED WAY**  
of the Mid-South

**JOB TITLE** — Agency Relationship Manager

<b>DEPARTMENT/DIVISION</b>	Driving The Dream/Community Impact
<b>REPORTS TO</b>	Senior Agency Relationship Manager
<b>EMPLOYMENT STATUS</b>	Full-time
<b>FLSA STATUS</b>	Exempt under the Fair Labor Standards Act (FLSA)
<b>DATE</b>	12/12/2018

### **ORGANIZATIONAL OVERVIEW**

United Way of the Mid-South is a multi-million-dollar non-profit, public charitable foundation that mobilizes financial and human resources, across 8-counties, to meet critical needs and to help ensure that hundreds of thousands of Mid-Southerners can achieve their highest potential. We support high-performing nonprofit agencies who are on the front lines fighting to decrease poverty in our community by addressing the essential building blocks for success – education, financial stability, and health – while maintaining vital safety net services in food, shelter, and safety for individuals facing crisis situations. By joining United Way of the Mid-South, you are uniting with a team who is moving the needle on poverty and making our community a place where everyone can thrive.

### **POSITION OVERVIEW**

The Agency Relationship Manager will supervise, lead and monitor the work of the Agency Relationship Associate to ensure program quality and accurate reporting, with a primary focus on building and maintaining partnerships.

### **PRIMARY DUTIES AND RESPONSIBILITIES**

- Provide intensive direct support to a portfolio of DTD network partner agencies.
- Supervise, coordinate, and manage DTD implementation within assigned network partner agencies.
- Supervise one full-time Agency Relationship Associate.
- Recruit additional service-providing agencies. Work to establish new service partnerships to fill gaps in available services.
- Develop and oversee delivery of training curricula in collaboration with partner agencies and consultants. Provide training and technical assistance to partner agencies, and respond to requests as needed.
- Monitor and analyze the agency's referral and care coordination processes. Analyze agency data to determine effectiveness.
- Assist partner agencies in developing and implementing policy and process efficiencies that improve client outcomes.
- Other duties as assigned.



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## **QUALIFICATIONS**

- Bachelor's degree in Communication, Education, Social Work, Public Administration or other related field. Master's preferred.
- Three years of experience in the public or human services sector.
- Three years of leadership-based responsibilities involving collaborative/multi-system initiatives, or project management.
- Demonstrated commitment to the field and a passion for serving under-served and under-resourced individuals, families and/or communities; particularly people living in poverty.
- Desire to serve as an integral leader at an established community institution in the midst of a unique period of change and transition.
- Not just tolerance for, but enjoyment of, working with a degree of ambiguity during this entrepreneurial period of transformation and ability to help others successfully move through this change.
- Commitment and experience promoting a results-oriented approach to human services program design and implementation.
- Quick learner, possessing superior judgement.
- Certification in social work best practices, such as Transition To Success or Family Development Credential, a plus.

## **SUPERVISORY RESPONSIBILITY (IF APPLICABLE)**

This position is responsible for direct supervision of others. This position provides functional guidance, direction, and/or training to others.

## **PHYSICAL REQUIREMENTS**

Must be physically able to operate a variety of automated machines, which includes a motor vehicle, computer, printer, typewriter, calculator, copier, facsimile machine, and telephone. Must be able to use body members to physically conduct work, move or carry objects or materials. Physical demand requirements are at levels of those for light work.

## **WORKING CONDITIONS**

The physical environment requires the employee to work both inside and outside in heat/cold, wet/humid, and dry/arid conditions. Occasional travel and out of office 50% of time. May be requested to work for special program events.

United Way of the Mid-South is an equal employment opportunity employer and does not discriminate against any person because of race, color, creed, religion, sex, national origin,



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disability, age, genetic information or any other characteristic protected by law. This nondiscrimination policy extends to all terms, conditions and privileges of employment as well as the use of all company facilities, participation in all company-sponsored activities, and all employment actions. United Way of the Mid-South will make reasonable accommodations for qualified individuals with known disabilities unless doing so would result in an undue hardship.

### **OTHER DUTIES**

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 position. Other duties, responsibilities and activities may change or be assigned at any time with or without notice.

### **COMMUNITY IMPACT COMPETENCIES**

#### **STRATEGIC COMMUNITY COLLABORATION**

- **Creates Strategic Partnerships:** Knows the needs, interests, and values of the communities and community leaders; Uses knowledge and expertise about community needs and stakeholders to identify, recruit, engage, and convene strategic and diverse groups of stakeholders
- **Manages Conflict Effectively:** Manages conflict and tensions between collaboration and competition; Engages constituents in a constructive way to resolve conflict; Identifies and advances win-win solutions to improve lives in communities.
- **Is Culturally Astute:** Values, is sensitive and appreciates the differences and similarities across communities; Advocates for and supports efforts to increase inclusiveness and diversity in community impact efforts, especially those involving vulnerable communities; Understands, communicates, and works effectively and respectfully across demographics, socioeconomic, language, and all other constituents that represent **diverse cultures of communities**.

#### **DEEP COMMUNITY EXPERTISE**

- **Gathers Data:** Understands, analyzes, and uses community and social data to create effective community solutions; Asks insightful and provocative questions regarding community needs, resources, and values.
- **Interprets Data:** Explains data for RD and CME professionals to turn into stories, reports and powerful messages to engage donors. Anticipates risks and creates solutions and plans to effectively manage the issues.
- **Thinks Critically:** Develops criteria for making decisions that impact the community; Weighs the costs, benefits, risks, and changes for successes when making decisions; Facilitates the groupthink process by breaking down complex problems and situations.
- **Develops Solutions:** Uses and translates data to create clear objectives and action plans; Uses analysis and critical thinking skills to solve problems; Understands agency and partner constraints and works around those constraints or uses the challenges



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they present as opportunities; Synthesizes information and interacts in a positive way to get to a solution.

#### **PRODUCT DEVELOPMENT AND IMPLEMENTATION**

- **Develops Strategy:** Collaborates with RD and CME to understand and jointly establish target goals and outcomes; Conducts research and develops strategies to achieve organizational goals; Identifies United Way and other community partners' roles in strategy implementation.
- **Defines New and Innovative Products:** Based on strategically relevant data, seeks to create products and services that are new and useful; Identifies potential community impact products; Chooses which strategies to frame as products based on their unique value to United Way and potential investors.

#### **UWMS CORE COMPETENCIES**

- **Mission-Focused:** Catalyze others' commitment to mission to create real social change that leads to better lives and healthier communities. This drives their performance and professional motivations.
- **Relationship-Oriented:** Understands that people come before process and is astute in cultivating and managing relationships toward a common goal.
- **Collaborator:** understands the roles and contributions of all sectors of the community and can mobilize resources (financial and human) through meaningful engagement.
- **Results-Driven:** Dedicated to shared and measurable goals for the common good; creating, resourcing, scaling, and leveraging strategies and innovations for broad investment and impact.
- **Brand Steward:** Steward of the brand and understands his/her role in growing and protecting the reputation and results of the greater network.

#### **APPLICATION PROCESS**

Qualified applicants should send cover letter, resume, and three references (with phone numbers) to the attention of [careers@uwmidsouth.org](mailto:careers@uwmidsouth.org). Please be sure to reference the position for which you are applying in the subject line of your correspondence. For more information about United Way of the Mid-South, please visit us online at [www.uwmidsouth.org](http://www.uwmidsouth.org).

**NO PHONE CALLS PLEASE**

UWMIDSOUTH.ORG



WHERE THERE'S A YOU,  
THERE'S A WAY!