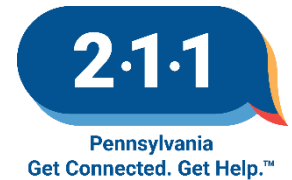


**GIVE. ADVOCATE. VOLUNTEER.**



**Title: PA 211 Network Operations Director**

**Reports to: Vice President of PA 211**

**Goals:**

- 1) Ensure that PA 211 consistently provides high quality human service information by monitoring regional performance and implementing CQI strategies
- 2) Direct implementation plans to meet PA 211's obligations on priority projects such as the Connect to Home program
- 3) Cultivate and maintain relationships with the PA 211 Board, the regions, community organizations, other stakeholders and local 211 staff to advance a collaborative approach to meeting statewide and regional goals and objectives

**Responsibilities:**

- Maintain collaborative and supportive working relationships with PA 211 regional staff.
- Work with regional PA 211 providers to align standard operating procedures, general information and referral workflows, and detailed data collection
- Build training, data collection, monitoring/QA plans for multi-region or statewide initiatives of PA 211.
- Strengthen all components of the PA 211 network to harness mission-aligned contracts and partnerships by strengthening regional capacity for planning, operations, and project management
- Lead statewide contact calibration in close partnership with regional provider training staff and managers
- Oversee the development and implementation of information and referral quality assurance metrics for PA 211 data collection, community resource curation, and resource navigation across all customer service channels
- Ensure that appropriate data and information are captured and made available as part of PA 211's accountability to funders and to support appropriate planning and decision making
- Build cross-functional expertise among resource navigator staff and database curation staff for the benefit of the whole PA 211 system
- Develop annual training priorities for the PA 211 network based on input from regional partners and performance data, and deliver a training plan to meet the priorities.
- Direct strategic plan initiatives as assigned by the Vice President of PA 211  
Resolve customer concerns quickly when they happen and coach Call Specialists to improve the 211 customer experience
- Look for best practices in the 211 arena and evaluate for implementation for PA 211
- Work with the Vice President of PA 211 and the Mission Advancement Director to develop proposals for funding and/or partnerships which align with PA 211's strategic direction

**Minimum Requirements:**

- Bachelor's degree or equivalent experience
- Minimum of 2 years of project management experience
- Demonstrated leadership skills
- Prior experience in a supervisory role
- Strong oral and written communication skills
- Strong analytical skills
- Valid Driver's license, or the ability to provide your own reliable transportation to and from the office as well as required statewide travel
- Prior experience with human services and/or information and referral is preferred

This position is an exempt position under the Fair Labor Standards Act.

**Salary and Benefits:**

United Way of Pennsylvania offers a competitive benefits package which includes health care, vision, dental insurance, paid time off, and a 401(k)-employer match. UWP maintains a hybrid working environment, with a combination of office days and work from home days. The salary range for this position is \$65,000 to \$75,000, depending on qualifications and experience.

Remote candidates will be considered for this position. Required travel is 25%, with the expectation that that employee will spend one week per month on-site at the UWP office in Lemoyne, PA.

**To Apply:**

Please email a cover letter and resume to [info@uwp.org](mailto:info@uwp.org). Applications will be accepted and reviewed on a rolling basis, with the application period concluding no later than August 25.