

## Community Engagement Lead, Systems Integration Project

### Summary (Exempt)

The Monroe County Systems Integration Project (SIP) is a multi-sector collaborative and five-year engagement focused on the transformation of the service delivery system that extends across Monroe County's health, human services, education, and public sectors. SIP envisions a system that is person-centered, interconnected, and aligned, supported by technology and developed with the deep engagement and input of community.

The Community Engagement Lead will act as an integral member of the SIP Project Office, which is directly responsible for implementation of SIP activities, including but not limited to:

- Development and implementation of a transformed, integrated service delivery model
- Development and implementation of a unified information platform that offers aligned assessments, information, and views to both people and providers
- Maintenance of shared language among providers and community
- Consistent practice of Human-Centered Design and Equity Review
- Maintenance of provider and community engagement strategies to:
  - Develop community will through facilitation and consensus-building
  - Test, monitor, and modify solutions to achieve community good
  - Foster trust, shared accountability, and transparency across new and existing workgroups, committees, institutions and vendors

This is a grant-funded position. Employment is through the fiscal agent, United Way of Greater Rochester.

### Essential Functions

The Community Engagement Lead will report to the Assistant Director and perform the following essential functions:

- Provide leadership and oversight to the SIP's Community Engagement Team, charged with creating empowered community partnerships that drive the design and implementation of a person-centered delivery system
- Identify and recruit Community Context Experts, Impacted Community Members, Community Advocates, and Cultural Brokers who will partner with the Project at various levels of engagement, ranging from informing project deliverables to participating as empowered stakeholders with sole decision-making authority over specific areas of the Project and its implementation
- Use the Spectrum of Engagement and other community engagement tools to promote transparent, inclusive engagement of the Project's dedicated Community Voices Network
- Coordinate efforts with existing community groups and initiatives
- Facilitate and practice Human-Centered Design, in partnership with community
- Promote Community Engagement, and Diversity, Equity and Inclusion practices to support the goals, strategies, activities, and key stakeholders of the SIP
- Implement and sustain SIP's Community Engagement, and Diversity, Equity and Inclusion strategies, in partnership with the SIP Project Office
- Reinforce internal alignment of community engagement activities across SIP workstreams
- Facilitate and sustain SIP's Equity Review Board and Community Voices Network
- Support implementation of the Project's Communication Plan by identifying audiences and developing appropriate content for social media, print communication, online communications and traditional media

- Communicate, listen, retain, and act upon information gathered at stakeholder meetings
- Build, maintain, and maximize community relationships to improve outcomes for community members
- Communicate with various audiences and constituencies with cultural humility
- Responsible for accurate and efficient follow-through to internal and external individuals and groups
- Develop reports, community presentations, and publicly speak to educate and inform the community of the SIP activities
- Model SIP culture of: Transparency, Accountability, Community Focus, Agility and Respect
- Consistently demonstrate the values and mission of United Way
- Perform other duties as assigned

### **Competencies and Skills**

- Dedication to improving outcomes for community members
- Collaboration with internal and external stakeholders that are diverse in their culture, socio-economic status and other experiences
- Excellent communication, interpersonal, meeting facilitation and presentation skills
- Cultural sensitivity and humility
- Ability to think and problem solve at a systems level, as opposed to only on a program or organizational delivery level (e.g., identify strategies focused on increasing coordination or filling gaps in service)
- Critical thinking to analyze complex situations and independently determine the appropriate course of action
- Ability to collect and synthesize data to drive decision making
- Strong sense of urgency and proven background for setting and meeting deadlines including getting team members to honor their timeline commitments
- Comfort with work planning and managing multiple priorities in a context of change and ambiguity, and adapting to changing needs or momentum
- Excellent organizational skills to manage multiple projects concurrently
- Ability to interface and effectively influence at all levels of an organization

### **Supervisory Responsibility**

This position has supervisory responsibility.

### **Travel**

Travel is primarily local during the business day, although some out-of-the-area and overnight travel may be expected. Must have a valid driver's license.

### **Education and Experience Requirements**

A Bachelor's degree in business, communications, human services, public administration or related field from an accredited program. A Master's degree is preferred. A minimum of 5 years of experience in community and/or relationship building position or an equivalent combination of education and/or experience. Project management and facilitation credentialing preferred.

In support of the ADA, this job description lists only the responsibilities and qualifications deemed essential to the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

United Way of Greater Rochester is an Equal Opportunity Employer. This policy prohibits discrimination on the basis of sex, race, gender, color, religion, creed, national origin, age, marital status, sexual orientation, disability, genetic predisposition, veteran status or status as a member of any other protected group or activity.

Please apply online at: <https://www.uwrochester.org/About-Us/Join-Our-Team>