

United Way of Roanoke Valley

Job Title: Mixed Delivery Manager
Department: Community Impact
Reports to: Access and Engagement Manager
Status: Exempt, Full Time, Grant Funded
Date: January 2022

Organization: The mission of United Way of Roanoke Valley is to improve lives by mobilizing the caring power of people in our community. By leading important initiatives and making strategic investments in health and human service partners, we work toward our goal of positively and sustainably changing community conditions.

For more information about United Way, please visit www.uwrv.org.

Summary: The Mixed Delivery Manager (MDM) will lead the Mixed Delivery work with partners in the assigned area to ensure effective implementation of the Mixed Delivery grant, and provide management of the grant requirements, budget, and work plan. Mixed Delivery Preschool Program expands and strengthens access to quality care through a partnership with public schools, Head Start, and private childcare partners across multiple localities. It includes intensive professional development services for participating private centers; incentives for participating in quality improvement activities; and, robust two-generation supports for families enrolled at these programs. The MDM will serve as the primary point of contact between United Way of Roanoke Valley and all Mixed Delivery Partners, and Mixed Delivery site participants.

The MDM must believe and exemplify United Way of Roanoke Valley's mission, vision and values including exhibiting confidentiality when working with sensitive and personal information, and a sensitivity and respect for cultural diversity. In addition, they must share in the Early Learning Strategies commitment to work collaboratively to move the needle on school readiness.

Commitment to equity, diversity & inclusion

We take the broadest possible view of diversity.

We value the visible and invisible qualities that make you who you are.

We welcome that every person brings a unique perspective and experience to advance our mission and progress our fight for the health, education, and financial stability of every person in every community.

We believe that each United Way community member, donor, volunteer, advocate, and employee must have equal access to solving community problems.

We strive to include diversity, equity, and inclusion practices at the center of our daily work.

We commit to using these practices for our business and our communities.

Cultural Competence: The MDM adapts a lens of cultural competency that conveys empathy, support, and an understanding of the people they work with both internally and externally, engage with, and the people they serve. This competency helps to build trust and effective engagement, build stronger relationships, expand our organization's reach, and more effectively and respectfully engage with people regardless of background.

Core Competencies are characteristics that all employees are expected to exhibit as a member of the UWRV team. For complete details that include attributes and behaviors please see the United

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Way Core Competencies Checklist in the shared Human Resources Network Folder. These include:

- **Mission Focused:** The top priority is creating real social change that leads to better lives and healthier communities.
- **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:** Understands his/her role in growing and protecting the reputation and results of the organization, and thus, the greater network.

Additionally, members of the UWRV team should exhibit the following competencies:

- **Effective Communication:** Skilled and passionate communicators who articulate our message in a way that inspires other to act in service to the organization and community; and, promotes and sells ideas persuasively, in order to shape the opinions of key stakeholders and promote and project a positive image of the organization.
- **Adaptability and Change Management:** champion and facilitate change to ensure long-term community sustainability by adapting successfully to changing needs while maintaining positive relationships with internal and external constituents.
- **Cross-Functional Capability and Collaboration:** Effectively works cross-functionally using a team-oriented mindset and approach to collaborate for results based on knowledge of current conditions and future trends both internally and externally.

Additionally, members of the community impact team should exhibit the following competencies:

- **Strategic Community Collaboration:** Engages diverse stakeholders to accurately and effectively assess community needs and, with credibility, authenticity and humility, strategically guide work that contributes to the community's priorities while influencing and inspiring community leaders to partner with United Way to create and implement programs that serve and add value to the community.
- **Deep Community Expertise:** Expert on community issues and challenges with knowledge of data trends, research, environment and community stakeholders which allows for proactively identifying and addressing complex issues by providing leadership in gathering and using data to drive strategy development and implementation within the impact area of focus to drive collective community outcomes and achieves results.
- **Product Development and Implementation:** Understands the community and the philanthropic interests of donors and investors and can identify community strategies to connect the interests of donors to solutions and products that meet the community's needs.
- **Donor Influence:** Understands donors and supports year-round relationship management to attract and sustain resources (financial, volunteer and advocacy).
- **Volunteer Engagement:** Works to build organizational capacity through volunteer collaboration and to develop high-impact, meaningful volunteer opportunities that increase revenue, impact, outcomes, and influence.
- **Advocacy and Public Policy:** Champions and facilitates change to ensure long-term community sustainability. Adapts successfully to changing needs while maintaining positive

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relationships both internally and externally.

Key Accountabilities include the following:

1. Support the implementation of the Mixed Deliver (MD) program to ensure integrity and success.
2. To work cross-functionally with staff and community partners in the development, implementation, evaluation, and timely reporting of the results of all ELS mixed delivery efforts for ECE programs, and ensure that they are closely tied to the overall goal of school readiness.
3. Develop a body of knowledge on UWRV impact work and specifically Early Learning Strategies initiatives and engage in cross-departmental work that addresses the needs of families in the community.
4. Provide leadership, direction and support to internal and external partnerships in the planning and strategizing of community-wide approaches to address the needs of families.
5. The MD Coordinator works collaboratively with the Early Learning Strategies team in developing, implementing, and ensuring progress in the overall plans for improving the quality of early childhood education programs in the assigned geographic area through VQ-B5, and ECCE efforts. The work will be guided by priorities and objectives as outlined in the MD agreements with Virginia Early Childhood Foundation, as well as the direction provided by the Early Learning Strategies Director and Early Learning Strategies Operations team.
6. Establish and/or maintain reliability in the Classroom Assessment Scoring System (CLASS)

Essential Duties and Responsibilities include the following:

Administration and Financial Management:

- Work directly with UWRV Finance Team and the fiscal agents of grant-funded activities to track revenue, expenses, in-kind contributions and reimbursements; report to Access and Engagement Coordinator to ensure accuracy of spending pace, budget amendment(s) as needed, and accurate documentation.
- Monitor grant performance and progress toward work plan goals.
- Monitor agreements with sub-contractors and expenditures requested for reimbursement
- Collaborate with Early Education Specialists to ensure the needs of MD demonstration sites are being met
- Serve as liaison between the UWRV and VECF, as appropriate
- Track and monitor program engagement and movement through required activities in partnership with Ready Regions West & QI Coordinators
- Provide guidance and oversight to MD Demonstration sites and partners
- Serve as primary contact between the fiscal agent and partners

Data/Research Analysis/Reporting and Action:

- Implement and support data reporting needs in database/software
- Report to VA DOE/VECF regarding MDG slots awarded regionally
- Document and report on all elements identified in the MD Engagement Chart regarding Mixed Delivery Elements for ELS Committees, MD Leadership, and MD Demonstration sites.
- Meet with sites and partners regularly to identify baseline, and then support and guide them through activities that support progress through various areas in the MD Balance Wheel
- Document ongoing experiences, learnings and insights to add to the monthly and

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- quarterly report to funders and leaders
- Monitor regional mixed delivery activity and improvement, and troubleshoot with the team where bottlenecks exist

Program Development/Implementation

- Develop and implement collaborative strategies for leveraging local community assets and partnerships in existing Early Care and Education Systems across participating localities
- Identify, engage and mobilize stakeholders serving low-income, at-risk or high needs families to support children's success
- Collaborate with Access and Engagement Coordinator and marketing team to develop promotional materials for MD
- Provide and/or Facilitate agreements with consultants to conduct on-site observations, training or technical assistance for programs, in collaboration with Ready Regions West and QI Coordinators
- Coordinate professional development opportunities as related to the demonstration sites participating in MD
- Facilitate recruitment and retention of sites who are interested in participating in MD.
- Provide observation assessments to determine program needs for continued quality improvement activities, or goals for Quality Improvement Plans
- Provide validation visits for programs demonstrating quality requirements for assigned programs

Recruitment/Community Collaboration:

- Communicate regularly and work alongside the appropriate internal team members supporting quality improvement efforts to serve participating sites
- Monitor progress of the current and prospective sites, and communicate requests for additional information or technical assistance to the rest of the Early Learning Team
- Serve as a representative for UWRV, as approved, in local and regional committees, coalitions, and boards.
- Support programs and educators with resources and pathways to scholarships and incentives;
- Attend MD regional meetings and participate in conference calls as requested;
- Enhance the project model and build community support for the project

Family Support Services:

- Establish and nurture professional relationships to increase knowledge and access of support services available to families
- Develop and implement strategies to effectively communicate with families
- Collaborate with Marketing and Communications team and Access and Engagement Manager to promote Mixed Delivery through various communication channels

General

- Maintain a current understanding of and be able to articulate to stakeholders and the community at large, UWRV's community impact model, focus area initiatives and results.
- Participate in internal and external committees to gain and keep current such understanding
- Ensure the UWRV brand experience is consistent and exceptional.
- Participate in community and civic activities or organizations to increase public awareness

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of UWRV as approved

- Cross-functionally work with the other teams to communicate consistently with constituents through various media the work of UWRV
- Conduct operations effectively and efficiently and promote a cooperative spirit within the UWRV organization.
- Engage, build, and grow relationships with diverse stakeholders as related to the position.

Other duties as assigned.

Supervisory Responsibilities: None

Education and/or Experience: Bachelor's degree in early childhood education, early intervention, psychology, health and human services or a related field with knowledge of early childhood education classroom best practices. Project/program management involving the coordination of internal and external partners, and oversight of deadline-driven deliverables.

Ideal Qualities & Qualifications: The following are representative of the knowledge, skill and/or ability required to satisfactorily perform the essential job duties. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. In addition, the Mixed Delivery Coordinator should have:

- Thorough understanding of the impact of quality early childhood education and the issues facing children, youth, and families in the area;
- Grant/Program management and program oversight involving multiple funding sources
- Regional coordination of collaborations or partnerships
- Ability to manage multiple priorities in an organized manner;
- An ability to comfortably deal with multiple interruptions on a continual basis, always maintaining a friendly interface with others;
- Collegial nature and collaborative style when working in a team dynamic;
- Natural and confident ability to explore and identify mutually beneficial solutions;
- Highly effective written and verbal communicator;
- Knowledge of web-based applications;
- Proficient computer skills, including knowledge of Microsoft Excel, Word, and Outlook
- Experience working with staff in early care and education programs, social service agencies, public schools or other private and public early education settings
- Knowledge of early childhood education classroom best practices
- Highly confidential when working with sensitive and personal information.

Preferred Qualifications:

- Grant management or administrative experience is preferred;
- Project management experience is preferred;
- Knowledge of the various regulating authority standards related to early childhood programs (such as Virginia Standards for Child Day Centers and Family Child Care Homes, Head Start, Board of Education, etc.)
- Knowledge and Reliability in the Classroom Assessment Scoring System (CLASS) and/or the Environmental Rating Scales (ERS)
- Knowledge of Virginia's Competencies for Early Childhood Professionals
- Knowledge of Virginia's Milestones of Child Development
- Knowledge of Virginia's Foundation Blocks for Early Learning
- Actively involved in the area's ECE community
- Bilingual skills

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Language Skills: Ability to read, analyze and interpret database reports. Ability to write reports and business correspondence. Ability to present information to and respond to questions from groups of diverse individuals. Ability to document and communicate information to an audience.

Computer and Analytic Skills: Proficiency in Microsoft Office suite programs. Comfortable using databases, social media, and web-based tools/applications.

Licenses: Valid Virginia Driver's License

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit, talk and/or hear. The employee is frequently required to use finger and hand motion and occasionally required to stand walk and reach with hands and arms. The employee must frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, depth perception and ability to adjust focus.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employee works in a normal office environment under moderate heat and noise levels as well as in-the-field activities within the UWRV service area. Travel may be necessary with this position, and evening and weekend work is required.

Statements in this Position Description are intended to describe the general nature of the work being performed. They are not intended to be a complete list of all responsibilities, duties and skills required for the position.

UWRV offers excellent benefits, a great work environment and is an equal opportunity employer.