

Manager, The Compass Center

An initiative of United Way of Hall County

Job Title: Manager, The Compass Center
Reports to: President, United Way of Hall County
Location: Gainesville, GA
Date: February 2019

Summary:

United Way of Hall County unites people organizations and resources to improve lives in Hall County. We lead the community in achieving measurable results in the areas of Education, Financial Stability and Health. Our goal is to create pathways out of poverty and break the cycle of generational poverty through educational programs that give children the skills to succeed and help adults achieve long-term financial stability so they can support themselves and their families.

The manager of The Compass Center will plan and organize daily operations to provide navigation to existing community programs and services. The Compass Center will provide a centralized intake process to help identify and refer clients to the appropriate service available and tailored to their needs. The manager will develop and implement standards, methods, procedures, improvements, and the overall assessment of operations. The manager will also be responsible for promoting activities, providing materials to participants and partners, and monitoring daily activities.

The ideal candidate will demonstrate an understanding of the issues, community needs, and existing systems of care in Hall County. Candidate must be customer focused, data-driven, organized and results oriented. The candidate must be able to provide leadership and support to community, agencies and organizations to further the mission of the program. He/she must also be able to effectively articulate core standards, both verbally and in writing, to multiple audiences with the expressed purpose of raising public awareness of issues, educating donors, convening community around issues and affecting community action.

Essential Duties and Responsibilities include the following: Other duties may be assigned.

1. Serve as a professional representative of United Way of Hall County, complying with established guidelines and in support of the organization's mission and vision.
2. Provide day-to-day leadership for service delivery by resource center staff and on-site partners.
3. Work with community partners to identify program goals and objectives.
4. Develop comprehensive matrix of existing services and requirements to receive services.
5. Refer participants to community resources for services such as job placement,

financial literacy counseling, legal aid, housing, medical treatment, or financial assistance.

6. Enter and manage data efficiently and accurately. Prepare reports.
7. Schedule and coordinate meetings and manage calendar of events.
8. Partner with the Marketing Manager in the creation of flyers for programs and events.
9. Conduct operations effectively and efficiently and promote a cooperative spirit within the Hall County non-profit community.
10. Establish and promote a system to communicate The Compass Center activities to the community and partners.
11. Attend scheduled staff meetings and training events.
12. Perform additional functions or assume additional responsibilities as needed or as requested by your supervisor.

Qualifications: The following requirements 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. The ideal candidate understands the value of personal relationships in the business environment, has rapport with a wide range of people at varying levels in the organization, maintains composure in potentially stressful or difficult situations, and possesses a desire for professional development.

Education and/or Experience: 3 years of progressively responsible experience in the field of social work, education, administration or related field. Knowledge of Customer Service, Project Management, Volunteer Management, Written and Oral Communication Skills, Self-Starter, Planner. Fluency in Spanish is a plus.

Interpersonal Skills

Excellent active listening, negotiating, conflict resolution, coordination, social perceptiveness, and consensus building skills necessary. Strong problem solving and judgment skills required. Business writing skills are necessary. Problem sensitivity skills and cultural diversity skills are required. Must have demonstrated a high level of experience and success in building productive professional/working relationships with diverse individuals and groups. Exceptional customer service skills, over the phone and in person, are necessary. Strong multi-tasking and time-management skills and the ability to handle sensitive information with the highest degree of integrity and confidentiality.

Language Skills

Excellent written and verbal communication skills are required. Fluency in verbal and written English is required; fluency in Spanish is highly desirable. Ability to write reports and business correspondence is necessary. Good research skills and attention to detail are required.

Computer and Analytic Skills

Requires advanced knowledge of MS office software and data base programs. Must be able to apply modern office methods and practices including filing, proofreading, formatting, report writing, copying, operation of computer software programs including word processing and spreadsheet tools, calculators, and other standard office equipment. Ability to prioritize projects and strong problem solving skills are required.

Local candidates only.