



2-1-1 San Diego

Vice President of Community Connections

Last Updated May 24, 2017

Real people. Real connections. Real help.

That's what employees of 2-1-1 San Diego provide every single day. Apply today to join an organization focused on providing in-depth support by connecting people of San Diego and Imperial Counties to services intended to create a community that does not just survive, but THRIVES.

2-1-1 San Diego's mission is to help people by connecting them efficiently to the service delivery system, and by providing vital trend information for community planning. To meet this mission, we seek talented team members who exhibit the values that we hold dear and who complement our company culture.

The Values We Live By

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|----------------------------------------------|-----------------------------------------------------------|
| 1. Deliver WOW Through Service | 6. Build Open and Honest Relationships With Communication |
| 2. Embrace and Drive Change - Evolve | 7. Do More With Less |
| 3. Create Fun and A Little Weirdness | 8. Build a Positive Team and Family Spirit |
| 4. Be Adventurous, Creative, and Open-Minded | 9. Be Passionate and Determined |
| 5. Pursue Growth and Learning | 10. Be Humble |

About 2-1-1 San Diego

2-1-1 San Diego understands the needs of the community and believes that all people deserve to live healthy, happy and thriving lives. Through more than 400,000 annual connections with clients, 2-1-1 serves the entire population of San Diego and Imperial counties as the region's primary connection to more than 6,000 community, health and disaster services, and provides connections to services 24-hours a day and in more than 200 languages and dialects.

By dialing 2-1-1, clients are linked to a live highly-trained Community Connector who helps the client navigate their situation using assessment and motivational interviewing to match them to the best and closest resource in their community and empower them to take the next step.

During a disaster, 2-1-1 serves as the region's disaster information line, connecting callers to community and support services, providing public information to the community, rumor control and trend analysis to public safety officials, reporting community needs, relieving the burden on 9-1-1 operators, and serving as the central communications point for other agencies and organizations.

For our nonprofits, community-based agencies and governmental entities, 2-1-1 can alleviate administrative burden and reduce costs associated with managing information and referral services, allowing affiliated organizations to focus on serving, rather than finding clients. In addition, 2-1-1 is a trusted data provider to help local government, business and nonprofit leaders make informed funding and planning decisions.

The "Right Fit"

2-1-1 is seeking an experienced community organizer who understands the value of effective partnerships to the success of an organization. The perfect person for this role is a seasoned leader with existing knowledge of the San Diego social services sector, and a reputation for inclusiveness and dedication to clients and service providers alike. The VP will be the face and ears of 2-1-1 San Diego with community partners and will bring professionalism and a servant attitude into all interactions and relationships.

Position Objective

The VP of Community Connections is responsible for all relationships with service providers in the community, ensuring that 2-1-1 maintains effective working relationships and continues to foster trust with partner agencies for the benefit of our shared clients. Leading the Community Connections Division of the organization, the VP will oversee the division's strategy, day-to-day operations, quality of service and effectiveness. This is a hands-on leadership role responsible for the maintenance and growth of 2-1-1's partner network and will encourage agencies to partner more deeply with 2-1-1 through participation in our community care coordination technology system in order to share client information, manage referrals and share client outcomes.

Essential Results

The VP of Community Connections is a leader in the organization and responsible for ensuring that 2-1-1's reputation for strong partnerships, exceptional client service, and inclusive attitude are promoted throughout the community. This person will also work in partnership with other key leaders and with all staff in the organization to achieve the following:

Create an Excellent Partner Network Experience by:

- Developing and implementing a strategy for partner engagement and communication
- Building a client centered culture focused on meeting and exceeding the expectations of our shared clients and our partner agencies
- Identifying opportunities for improvements and assisting with the design and deployment of alternatives to implement new initiatives that meet the needs of shared clients and 2-1-1 network partners
- Driving process improvement focused on the needs of the clients first and the community network second
- Serving as an outstanding role model and advocate for the needs of shared clients
- Communicating with other internal leaders to identify issues or trends with partner service delivery
- Communicating effectively with partners to address service delivery concerns and working together to identify solutions that improve overall client service
- Gathering feedback from partners on their satisfaction levels with 2-1-1; analyzing information and identifying solutions to make necessary improvements
- Identifying and facilitating the implementation of system modifications to meet partner network needs
- Providing ongoing, timely and effective communication with partners, listening to their needs and challenges and offering solutions through partnership with 2-1-1
- Providing timely and effective follow through with partners to ensure 2-1-1 is responsive to the needs of our shared clients and the partner network
- Establishing, monitoring, measuring and achieving clear outcomes and deliverables

Provide Leadership and Maintain Positive Team Culture by:

- Managing all aspects and expectations of the Community Connections operations; providing leadership and management to division staff to ensure success of each individual and success of the whole
- Managing employee satisfaction through frequent communication, goal setting, performance management and creating a positive environment of trust and clear expectations
- Overseeing all aspects of people management within Community Connections operations including recruitment, selection, training, performance management, coaching and motivation
- Modeling and promoting 2-1-1 San Diego values and culture and providing opportunities and coaching for co-workers to do the same
- Building effective working relationships with direct reports, peers, leadership and partner management teams
- Providing guidance and mentorship to all levels of leadership within the organization
- Participating in business leadership meetings
- Serving as the partner agency advocate within the leadership team

Qualifications & Requirements

Knowledge and Experience

- Bachelor's degree required; Master's degree preferred
- At least 8 years of experience in program or senior management required
- Experience in project management, setting and meeting goals and milestones required
- Experience with Collective Impact models and Care Coordination models for client service required
- Experience with the social services providers in San Diego highly desirable
- Experience developing community-based solutions to achieving large systems change highly desirable

Leadership & Communication

- Demonstrates integrity, strives for excellence, leads by example and has experience leading others to new levels of effectiveness and programmatic impact.
- Strong communicator, both verbal and written, with the ability to build trust while mobilizing people to take action; persuasive and confident.
- Passionate about the organization's mission and able to promote and communicate the philosophy, mission and values to external and internal stakeholders.
- Superior interpersonal skills; position requires the ability to maintain and develop relationships from various environments; compassionate and people oriented.
- Strong relationship builder and communicator with experience leading diverse work teams, and the ability to engage effectively with community partners.
- Ability to coach and mentor others to the same high standards for service to partners.
- Strong commitment to employee engagement and development.
- Desire to see others succeed and grow and willingness to help them reach their goals for the good of the organization.

Strategic Thinking

- Ability to see the big picture, and question assumptions of the current way of doing things.
- Vision to see what is necessary to scale the business and willingness to take risks to achieve goals.
- Resourceful and flexible in the resolution of issues.
- Exceptional strength in strategic thinking, analysis and problem solving, organizational leadership, collaboration, and a results oriented vision and focus.

Position Details

Status:	Exempt, Full-Time
Department:	Administration
Reports To:	Executive Vice President
Work Schedule:	Full-time exempt position; flexibility is required due to nature of business. Schedule may be changed as needed, to include weekends and holidays. <i>Required to be responsive and available for shifts for as much as 12 hours in length during declared emergencies to perform duties as directed by the Emergency Manager.</i>

Apply via email: Submit a cover letter and resume to Paul Van Dolah at pvandolah@earthlink.net.