



**ORANGE COUNTY UNITED WAY
JOB DESCRIPTION**

Job Title: Manager, Partner Engagement	Reporting To: Director, Community Impact
Department: 211 OC	Position: Full-time/EXEMPT

Purpose of Position

Under the direction of the Director, Community Impact, the Partner Engagement Manager is primarily responsible for recruiting agencies into GetHelpOC including demonstrations, relationship management, onboarding, ongoing support, and peer learning of GetHelpOC: a Community Information Exchange (CIE) community partner network.

Key Duties and Responsibilities

- Identify partner needs and create customized implementation plans for partnering with 211OC and GetHelpOC CIE participation.
- Maintain community engagement, and partner onboarding strategy to recruit new service providers into GetHelpOC.
- Ensure adequate end-user training and support that results in rapid and sustained adoption and GetHelpOC utilization.
- Ensure consistent updates, communication, and high-quality functionality for the GetHelpOC platform.
- Design, facilitate and lead GetHelpOC Partner User meetings, newsletters, and events ensuring accessibility.
- Manage the day-to-day oversight of GetHelpOC Resource staff including goal tracking, direction, and staff support, monitoring and coaching/guidance.
- Assist with collaborative processes involving a variety of stakeholders, including social service providers, clinicians/health partners, hospitals, health information exchanges, and vendors to achieve coordination and collaboration with regard to the availability, enhanced functionality, and utilization of the community information exchange.
- Create and build avenues of learning for diverse groups, including innovative approaches to engage staff at partner agencies with blended learning opportunities.
- Maintain training material for GetHelpOC and the resource department.
- Work cross-functionally to ensure partner communications and messaging are consistent and provide best-in-class direction for our partners.
- Monitor the success and opportunities of GetHelpOC Partner Network and communicate those back to 211OC leadership and internal teams.
- In collaboration with internal teams, adhere to contract deliverables and security protocols for GetHelpOC system.
- Other duties as assigned. Responsibilities may change under the manager's discretion.



Core Competencies

All employees, in performing their respective tasks and duties, are to perform quality work within deadlines, with or without direct supervision; interact professionally with other employees, customers, and suppliers; work effectively as a team contributor on all assignments; and work independently while understanding the necessity for communicating and coordinating work efforts with other employees and organizations.

Customer Service - *Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to requests for service and assistance; meets commitments.*

Interpersonal Skills - *Maintains confidentiality; listens to others without interrupting; remains neutral and unbiased; remains open to others' ideas and tries new things.*

Oral Communication - *Speaks clearly; listens and obtains clarification; responds well to questions; participates in meetings.*

Written Communication - *Writes clearly and informatively; edits work for spelling and grammar; able to read and interpret written information.*

Language Skills - *Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals; ability to write routine reports and correspondence; ability to speak effectively before groups of customers or employees of organization.*

Job Requirements /Technical Knowledge

- Bachelor's degree, and/or experience with managed care or other equivalent experience transferable to this position.
- 3+ years' experience in community management and/or program management.
- Ability to travel (locally and regionally) is required.
- Knowledge of community information exchanges (CIEs) and social services.
- Familiarity with the Social Determinants of Health and public health strategies, issues, challenges, and resources.
- Knowledge of and experience with the social and human service landscape in Orange County.

Employment Standards

Commensurate with experience, education, and market \$68,640 - \$85,000. Competitive benefits.

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 frequently required to be able to remain in a stationary position 75% of the time. The person in this position needs to occasionally move about inside the office to access file cabinets, records, and office machinery. Constantly operates a computer and other office productivity machinery, such as a calculator, copy machine and computer printer. Occasionally ascends/descends stairs, and constantly positions self to maintain computers in the office, including under the desks. The person in this position frequently communicates with coworkers and customers who have inquiries about our business operations and the community we service; therefore, the person must be able to exchange accurate information. The employee must occasionally lift and/or move up to 25 pounds.



Send Resumes To:

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