

# UNITED WAY OF GREATER CHATTANOOGA

## Job Description



United Way  
of Greater Chattanooga

**Position Title:** Director, Social Innovation  
**FLSA Classification:** Full-Time/Exempt  
**Reports to:** Vice President of Community Investments  
**Membership:** Community Investments  
**Supervises:** This position does not supervise anyone

### **PURPOSE OF THE POSITION:**

This employee will be responsible for developing a pipeline of investment-ready innovations aligned with the strategic community investment priorities of United Way of Greater Chattanooga ("UWGC"). This role will work collaboratively with community partners and with internal teams to identify, cultivate, and/or develop innovation solutions into which the UWGC Catalyst Fund can invest. Comfortable with risk-taking, UWGC's Catalyst Fund aims to accelerate impact in our focus areas of education, stability, and health & well-being by investing in nonprofit capacity and innovative solutions with the potential to maximize impact for our community.

### **KEY RESPONSIBILITY AREA: Social Innovation Strategist and Human-Centered Design Facilitator and Guide**

#### **Specific Duties:**

- Develops and manages a pipeline of investment-ready innovation projects with community partners and UWGC programmatic staff
- Develops and mobilizes social innovation to deliver impact results aligned with the Global Results Framework (GRF) and centered on lived experiences of people we serve. The GRF is UWGC's framework of indicators developed to measure impact within our 3 areas of focus: education, stability and health & well-being.
- Serves as a thought leader on social innovation and deploys best-practices for generating innovative solutions within our community
- Strategically advises on project priorities, options, risks, and impacts
- Working with Director of Data Strategy, determines impact area data needed for design challenges and works with UW staff and partner agencies to collect and synthesize data
- Working with the Director of Community Investments and Partner Relations, coordinates with agencies participating in Innovation programs and Catalyst Fund investments
- Working cross departmentally, including with our Corporate and Community Engagement team, recruits team members for innovation projects that drive impact

- Guides partner agency leadership with the implementation of innovative solutions
- Builds and maintains a set of innovation tools to be utilized in the implementation of community solutions
- Evaluates and supports innovative internal operations changes to increase productivity and organizational effectiveness internally at UWGC
- Collaborates within Community Investment team and across other departments to meet deliverables
- Develops and delivers social innovation learning opportunities through Venture Forward, UWGC's capacity building initiative for nonprofits

**KEY RESPONSIBILITY AREA: Collaborative Innovation & Strategic Partnerships**

**Specific Duties:**

- Ensures the strategic alignment of projects, business requirements, operational plans, and community development opportunities
- Builds and maintains strategic relationships to enhance support for UWGC community change efforts
- Develops and maintains a structure of cross-sector and cross-departmental partnerships
- Enhances relationships with influential community leaders
- Works with diverse partners to maximize overall organizational impact ventures aligned with the GRF and key transformation efforts. Develops opportunities for individuals, groups, organizations, and others to be engaged in community problem-solving initiatives

**KEY RESPONSIBILITY AREA: Communications and Administration**

**Specific Duties:**

- Manages Social Innovation budget and provides direction and content, as needed, on fundraising or grant writing efforts to support innovation efforts
- Manages Innovation pipeline with clear metrics and accountability
- Contributes content for various communications and marketing collateral to raise awareness of UWGC's social innovation efforts.
- Supports the goals of UWGC
- Attends all UWGC staff and other meetings as required.
- Other duties as assigned.

**CORE COMPETENCIES FOR THIS ROLE ON THE CI TEAM:**

- Mission-Focus
- Communication
- Collaboration
- Data-driven Decision Making
- Project Management
- Organizational Skills

- Flexibility and Adaptability
- Initiative
- Problem-solving Skills
- Leadership Skills
- Technology Savvy
- Human-centered Perspective

#### **CORE COMPETENCIES REQUIRED for ALL STAFF:**

- **Mission-Focused:** Catalyze others' commitment to mission and to create real social change that leads to better lives and healthier communities. This drives their performance and professional motivations.
- **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:** Steward of the brand and understands his/her role in growing and protecting the reputation and results of the greater network.

#### **Job Requirements:**

- Minimum of five (5) years of innovation leadership experience.
- Bachelor's degree, with advanced degree in nonprofit management or innovation preferred.
- Exceptional leadership and interpersonal qualities including facilitation, organizational, motivational, collaboration and communication skills.
- Demonstrated project management skills working specifically with multifaceted projects and diverse constituents.
- Professional demeanor, good judgment, and the ability to work independently, but collaboratively, in goal-oriented team environment.
- Execution oriented with a strong interest in accelerating ideas
- Strong writing and presentation skills (visual and spoken)
- Skilled at inquiry associating, questioning, empathy, adaptiveness and results.
- Proficiency in a variety of change and innovation methods such as Lean, Canvas, Agile, Design Thinking, Creativity and Agile.
- Strong understanding of UWGC work, nonprofit context and partner agencies preferred
- Technology savvy with an eye for continually improving the customer journey.
- Advanced user in Microsoft Office suite
- Strong analytical skills with the ability to assess and analyze data when making decisions.

**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. While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand; walk; use hands to finger, handle or feel; and reach with hands and arms.

**Work Environment**

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

**Position Type/Expected Hours of Work**

This is a full-time position, and hours of work and days are Monday through Friday, 8:30 a.m. to 5 p.m. Occasional evening and weekend work may be required as job duties demand. Flexible work hours and arrangements will be considered.

**Other Duties**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

**If you are interested in applying for this position, please forward your cover letter and resume to [tammymccallie@uwchatt.org](mailto:tammymccallie@uwchatt.org) by Friday, July 2, 2021.**

*United Way of Greater Chattanooga is committed to equal opportunity employment by affirming the value of diversity and by promoting an environment free from discrimination. UWGC encourages people of diverse backgrounds and experiences to apply for this position.*

*Updated: June 2021*