

### **211 Innovation Fellow 12-month Contract Position**

United Way of Greater Cincinnati (UWGC) is seeking an experienced, multi-talented leader to innovate on the 211 helpline service that connects people to needed information and resources. Since 2003, United Way 211 has helped connect over a million people to services they need, and continues to provide a critical service to more than 100,000 people in our community every year. But we know that the needs of the community are changing, as well as how people access information. UWGC has begun a process to develop the plan for the 211 of the future to expand its reach and deepen its impact. We are seeking a skilled leader and innovator to build out the strategic plan and prototype new strategic opportunities. This leader will work for UWGC for 12 months on a contract basis.

#### **Scope of work:**

- Collaborate with UWGC partners (internal and external across the community) to complete 211 Strategic Planning that sets the new strategic direction for 211.
- Develop, execute, and evaluate prototypes for new strategic opportunities that expand the reach and deepen the impact of 211.
- With UWGC executive and volunteer leadership, re-charter the volunteer structure that supports the 211 service. Recruit and on-board additional volunteers as needed to fulfill the charter.
- Coach and support the 211 Service Operations Manager. Renew and re-energize the 211 Service Team.
- Recommend on-going 211 leadership staffing needed to complete implementation of the 211 Strategic Plan.

#### **We are looking for:**

- A passionate, articulate leader who engages and collaborates with others to make things happen.
- An experienced problem solver and solutions creator. Someone with a track record of seeing and successfully pursuing opportunities, learning from failures, and succeeding despite obstacles and challenges.
- An experienced, proven leader proficient at setting and executing strategy, creating effective business / financial models, and leading others regardless of organization structure and geographic location.
- A data-driven leader, who comfortably uses data and analytics to inform decisions.

**Minimum Requirements:** Successful candidates will have a Bachelor's Degree in Business, Design, Engineering, Information Technology, or similar field. Seven to 15 years of work experience along with very strong conceptual, analytical, judgment, problem-solving, and communication skills also required. Experience in Six Sigma / Lean, new business start-up, and / or Human Services is a plus.

**Applicants should submit a statement of interest and qualifications by Monday, November 23<sup>rd</sup> to Ross Meyer, VP of Community Impact, at [Ross.Meyer@uwgc.org](mailto:Ross.Meyer@uwgc.org).**