



United Way  
of Greater New Bedford

128 Union Street, Suite 105 · New Bedford, MA 02740 · Tel: 508-994-9625 · Fax: 508-994-9667

Mobilizing people, partnerships, and resources to catalyze change that strengthens the communities we serve.

## **Job Title: Chief Impact Officer (CIO)**

### **Reports to: President & CEO**

### **Classification: *Full-time, salaried, exempt***

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United Way of Greater New Bedford (UWGNB) fights for the health, education, financial stability, and basic needs of every person in the nine communities it serves. Through strategic collaborations, direct services and financial support, we actively engage with our community to identify gaps and create initiatives to address them.

The CIO is a new position at UWGNB that will play a critical and visible role within UWGNB and the community and provides organizational leadership internally and externally. Working in close collaboration with the President & CEO, the CIO will provide leadership in the development and implementation of strategy to drive organizational growth and community impact.

The CIO is responsible for the planning, development, management and implementation of investment and programmatic strategies to achieve the greatest impact for individuals and families in Greater New Bedford. The role involves keeping the UWGNB's higher level strategy front-and-center while understanding and overseeing day-to-day programs and community investments through various funding streams.

Every United Way of Greater New Bedford staff member serves as an ambassador for the organization, demonstrating a culture of fundraising, service and volunteer engagement. The CIO will help internal programs succeed through fundraising and procurement of other resources including grants, major gifts, in-kind donations, and volunteers.

The UWGNB's CIO serves as the lead staff for the UWGNB's programs,\* grant-making, public policy, and government relations. In addition, the position serves on the leadership team and serves as a key external representative of the organization. The CIO is also a high-profile external role representing the CEO when necessary at key functions, to funders, and the media.

The CIO will provide direction to UWGNB community initiatives, including: program design, assisting with resource development, and evaluating and reporting results to the community. CIO will also be a primary public ambassador for UWGNB's community initiatives, building collaborative relationships and positioning the organization as the charity of choice for donors.



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CIO will play a primary role in building an inclusive organizational culture ensuring team members thrive and organizational outcomes are met. They will lead the implementation of internal activities and services that address community problems.

The ideal candidate is a creative collaborator who understands the mission and vision of the UWGNB and has the skills to execute it through community impact strategies, partnerships and community investment. The CIO will work collaboratively across the organization to ensure the UWGNB Leadership Team, Board, staff, and volunteers are strategically aligned.

The CIO will stay current and provide updates on knowledge of issues locally, statewide, and nationally, including programmatic trends, promising practices, and public policy. They will develop and implement innovative activities and engagement opportunities to address gaps in services related to UWGNB's priority areas.

### **SPECIAL QUALIFICATIONS**

The CIO will be an energetic leader with experience in philanthropy, grantmaking, research and evaluation, strategic planning, advocacy, facilitation and program development. They will have a strong relationship and network-building skills with a cross-sector of community organizations, funders, and donors. They will be motivated by a bold vision and driven by a solid understanding, appreciation, and connection to the community. Candidate must be skilled at adaptive leadership, possess excellent communication skills, and have a focus on impact. They will be an inclusive manager and have experience in organizational operations and planning, strong oral and written communication skills, demonstrated ability to relate well to a variety of individuals and groups, including diverse populations, community groups, elected and non-elected policy makers, businesspersons, professional staff and volunteers.

#### Grantmaking and Community Investment

- Set vision and priorities for our community investment and community impact programming.
- Manage the Community Impact Committee(s) of the Board. Engage the committee(s) in giving, volunteering, and advocating.
- Manage the grant funding processes and other resource distributions to community services and programs.
- Ensure that funds are strategically invested in communities, programs, organizations, and initiatives that will have an impact.
- Provide recommendations about the development of data systems and dashboards to help better measure impact.
- Monitor and evaluate our grantmaking success to ensure the greatest return on our donor's investment.

### Strategy and Operational Planning

- Establish effective and efficient processes to align Impact priorities and community needs with the organization's goals, strategy and mission. Collaborate effectively within the organization and support team members to do the same.
- Inspire and motivate employees to help build the culture of UWGNB, internally and externally.
- Engage donors and volunteers to help execute the organization's strategy and accomplish the mission.
- Define objectives, frameworks, and metrics for the strategic planning process and establish ownership and timelines for key planning steps
- Work with President and CEO and other leadership to measure and monitor progress against the strategic plan and develop new/revised plans as necessary
- Serve as direct supervisor to various program leadership and part-time Community Impact Manager (to be hired).
- Collaborate with leadership to devise effective short and long-term strategies and tactics
- Create actionable goals that make it possible to turn the organization's mission into tangible, measurable results
- Assess the organization's many different initiatives and services to ensure there is alignment with strategic plan and overall vision/goals
- Monitor execution of organizational initiatives and analyze performance and outcomes
- Researching and implementing new strategies and tactics for organizational growth and prosperity
- Develop a public policy agenda that enhances existing local agendas and deepens the impact and programmatic goals of the UWGNB's strategic plan
- Work with the CEO to set and drive organizational vision, operational strategy, and hiring needs
- Work with CEO to steward key relationships with major donors, supporters and partners
- Serve on appropriate committees as assigned by the President & CEO
- Perform other duties as assigned by the President & CEO

### External Relations

- Create strategic partnerships to advance the mission of UWGNB to benefit UWGNB and the community. Know key players and community leaders; maintain and expand the network of partners. Build skills, knowledge and abilities to challenge the organization to reach its potential.
- Act as an effective spokesperson for UWGNB and its work. Engage, listen and understand community aspirations through conversations and meetings with donors, volunteers, nonprofit and business partners, and other community leaders and members. Establish credibility as a leader on critical issues and solutions affecting the region.
- Implement shared initiatives and work inclusively with individuals, networks, and organizations to explore shared interests and create and act on common goals.
- Build relationships with government, nonprofit, and business stakeholders that enhance the work of UWGNB projects and initiatives.
- Convene and facilitate organizations and community leaders as needed to support the ongoing work of identifying community needs.
- Identify opportunities to participate in external taskforces, work groups, and committees that will lead to the realization of United Way's Community Impact goals and increase community awareness of our



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work and brand.

Requirements:

- Integrity, honesty and high ethical standards in all professional performance and behavior
- Strong sense of humor, teamwork and loyalty to the organization
- Believe in the core values of the UWGNB and driven by its mission
- Possess a passion for breaking new ground to lead social change
- In-depth knowledge of different non-profit functions, including non-profit management
- Hands-on experience in fundraising, strategic planning, organizational development, and leadership development
- Proficient with technology, grant making models and platforms
- Outstanding organizational and time management skills
- Excellent interpersonal and leadership skills
- Great communication and presentation skills
- Problem-solving mindset

*Master's Degree preferred. Bachelor's Degree required. Candidate must have at least 10 years' work experience in non-profit sector. Valid driver's license and personal vehicle required. Position requires extensive local travel and occasional evening and weekend appointments.*

*UWGNB strongly requires new hires to be vaccinated against COVID-19.*

\*Programs include Hunger Commission, Family Resource & Development Center and New Bedford Community Connections Coalition

**Candidates should email resume and thoughtful cover letter with salary requirements to [liveunited@unitedwayofgnb.org](mailto:liveunited@unitedwayofgnb.org) by August 5<sup>th</sup>.**

**Please list subject as CIO.**