



CARE MANAGEMENT COALITION DIRECTOR

The Care Management Coalition of Western New York (CMC) seeks a multi-talented, community-oriented professional to serve as Director of a collaborative network of nonprofits that provide a wide range of human services to individuals and families while improving organizations and systems. The CMC consists of 10 nonprofit agency partners who share space at 1021 Broadway, and collaborate in offering programs and services to the community. The Director is responsible for managing CMC's day-to-day operations and engaging in various convening, connecting, and catalyzing activities that contribute directly to the CMC's mission, vision, and strategic goals. Responsibilities include execution of the CMC's strategic plan; cultivating mutually beneficial collaborations among partner organizations and within the larger community; developing innovative programs and service strategies to address a wide variety of needs; evaluating initiative progress; and managing day-to-day operations. This position reports to the CMC Board of Directors and is supported by CMC Agency Leadership. Qualified candidates will have experience in organizational leadership, community engagement, partnership development, and program development.

Leadership

- Work with internal and external stakeholders to implement the CMC's strategic plan
- Develop effective strategies to build a welcoming and inclusive culture at CMC
- Implement training and programming to support greater collaboration and capacity building among the CMC partner organizations
- Convene training initiatives to increase awareness and support of equity and inclusion values, cultural competency/responsiveness, and client-centered service

Innovation

- Stay well-informed on a wide variety of topics of relevance to the CMC
- Assess local community needs and identify gaps in programs, services, and organizational resources
- Work with CMC partner organizations to identify opportunities to advance the CMC's work through innovative programming, and service strategies as well as organizational and community supports
- Work with the Program Team to measure outcomes and success of CMC initiatives
- Work with development staff/consultants to secure financial resources to support innovation

External Relations

- Conduct outreach and community-building efforts within the Broadway-Filmore and greater WNY communities
- Develop meaningful partnerships with aligned organizations in the neighborhood and WNY community
- Coordinate community-based events to increase awareness and access to the CMC and its partner organizations, programs, and services
- Develop CMC communications (e.g., presentations, grant reports; newsletters, partner updates)
- Work with the Marketing team to develop tools and strategies to advance the CMC's mission, vision, and strategic goals

Operations Management

- Build internal systems related to client engagement, assessment, and referral
- Coordinate and facilitate CMC cross-organizational committees
- Manage day-to-day operations of the CMC, including facilities and tenant management
- Create policies, procedures, and processes that support strategy execution and management of operations
- Perform general office and other duties as requested
- Engage in job-related travel to designated meetings, conferences, and events

Required Qualifications

- Bachelor's Degree with three (3) years of demonstrated expertise or Master's degree and one (1) year of demonstrated experience in organizational and/or program leadership in the public, not-for-profit, or for-profit sectors
- Strong motivation to address the needs of diverse individuals and families and to improve organizations and systems;
- Have an entrepreneurial mindset with a willingness to identify opportunities and develop solutions from concept to execution
- Be a proactive self-starter who is able to identify what needs to be done, create plans, and manage up, bringing critical issues to the Board for guidance and input