

## System Transformation Lead, Systems Integration Project

### Position Summary (Exempt)

The Monroe County Systems Integration Project (SIP) is an initiative to develop and implement improved, person-centered service delivery for individuals who are vulnerable or living in poverty. A key component of this work is the redesign of the formal system's current service delivery model, including, designing and implementing new workflows, strategies and tools that allow service providers across health, human services and education to work together in a more coordinated fashion.

The System Transformation Lead is responsible for managing the SIP's Integrated Service Delivery workstream. The purpose of this workstream is to propel the design, development, testing and implementation of a transformed, person-centered service delivery model via new front door protocols and cross-sector workflows, improving individuals and families' ability to navigate the system and enabling providers to better coordinate case management and closed loop referral management.

### Essential Functions

The System Transformation Lead will report directly to the Senior Project Manager, and perform the following essential functions:

Lead the design, development, testing and implementation of an integrated, multi-sector service delivery system by:

- Facilitating the creation of new cross-sector relationships, workflows, and standards of practice, in partnership with impacted community members and service providers
- Providing leadership and oversight to the SIP's Integrated Service Delivery team charged with facilitating cross-sector teams through the design, prototype, pilot and implementation of new integrated workflows
- Designing and managing a comprehensive implementation plan that supports the overall goals of the SIP, including:
  - Identifying, planning and managing pilot implementation
  - Documenting cross-sector workflows, policies and procedures
  - Developing training and technical assistance
  - Implementing and maintaining a learning management system
  - Supporting the transition of pilots to stable, long-term solutions, at scale
- Facilitating the Integrated Service Delivery workgroup
- Mentoring staff and project stakeholders on how to apply systems thinking and design thinking to redesign processes and interactions
- Collaborating across organizations and functions to ensure consistent implementation of new, improved processes and protocols
- Monitoring process performance and improvements using key metrics
- Modeling the SIP's culture of Transparency, Accountability, Community Focus, Agility, and Respect
- Consistently demonstrating the values and mission of United Way
- Performing other duties as assigned

### Competencies and Skills

- A track record of leading process improvements by partnering with operations and supporting functions, working with them to identify opportunities, develop solutions and implement agreed upon continuous improvement alternatives
- Proven ability to integrate people, process and technology to effectively meet measurable outcomes
- Dedication to improving equity and outcomes for community members
- Familiarity with design thinking and/or human centered design including recent experience with prototyping and testing

- Ability to train team members and project stakeholders in process improvement techniques
- Ability to think and problem solve at a systems level, as opposed to only on a program or organizational delivery level (i.e., identify strategies focused on increasing coordination or filling gaps in service)
- Critical thinking to analyze complex situations and independently determine the appropriate course of action
- Excellent organizational skills to manage multiple projects concurrently
- Excellent communication, interpersonal, meeting facilitation and presentation skills
- Comfortable managing a portfolio of in-process work and managing multiple priorities
- Adept at managing through change and ambiguity, and flexing to changing needs or momentum
- Sense of urgency and proven background for setting and meeting deadlines including getting team members to honor their timeline commitments
- Experience working with stakeholder groups that are diverse in their culture, ethnicity, socio-economic status, and other experiences
- Experience using continuous improvement methodologies such as Lean, Kaizen/Practical Process Improvement (PPI), and/or Six Sigma
- Ability to interface and effectively influence at all levels of an organization

### **Supervisory Responsibility**

This position has direct reports.

### **Travel**

Rare travel. Travel is primarily local during the business day, although some out of town and overnight travel may be required.

### **Education and Experience Requirements**

- Bachelor's Degree or demonstrated capability to perform job responsibilities with a High School Diploma/GED and at least four (4) years of combined education and relevant experience
- 3 or more years of experience implementing change, using multiple continuous improvement tools is required
- 3 or more years of experience in process design and process improvement in an operations, manufacturing or quality environment is required
- Process design and process improvement experience in Healthcare, Human Services, or Education is highly desired.
- Strong computer skills including proficiency with MS Office Suite, Visio and/or other process mapping software is required
- Six Sigma Green Belt training and certification is highly desired
- Experience with Agile Scrum is desired
- Master's degree in a related field is desired

In support of the ADA, this job description lists only the responsibilities and qualifications deemed essential to the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

United Way of Greater Rochester is an Equal Opportunity Employer. This policy prohibits discrimination on the basis of sex, race, gender, color, religion, creed, national origin, age, marital status, sexual orientation, disability, genetic predisposition, veteran status or status as a member of any other protected group or activity.

This is a grant funded position scheduled through March 2024. Employment is through the fiscal agent, United Way of Greater Rochester.

Please apply online at: <https://www.uwrochester.org/About-Us/Join-Our-Team>