

## Job Description Project Manager Spring 2021

### WHO WE ARE

Third Sector is a 501(c)3 nonprofit organization with the mission to transform public systems to advance improved and equitable outcomes. Third Sector does this work by providing consulting services to government agencies, service providers, and other partners in areas including economic opportunity (for example, education and workforce), children and families, and mental health. Third Sector's consulting engagements help government agencies to:

- better use data to understand the impact of their programs,
- improve the way they contract for services,
- allocate resources to support underserved populations, and
- collaborate with community stakeholders and partner agencies to improve services.

Third Sector strives to co-create projects with our partners, understand root causes of inequity, implement data-driven and community-driven solutions, and to set up sustainable systems for continuous improvement to ensure that governments can do this work with their partners after their engagement with Third Sector ends.

Since 2011, we have worked with more than 40 communities and transitioned over \$800 million in public funding to social programs that measurably improve lives. Our team of more than 40 employees is united by our mission and our commitment to becoming an anti-racist organization. We have been working to acknowledge, understand, and dismantle the white dominant structures we uphold internally and with our partners. We are identifying and implementing strategies to change our organizational culture and external relationships, including creating space for both multi-racial and affinity-based conversations about our journey and the work ahead.

### THE ROLE

We are looking for highly driven, entrepreneurial, and equity-focused professionals who are deeply passionate about working with government and communities to create a more just and inclusive society. This role will primarily include working on small teams that deliver consulting services to Third Sector's clients. Typically, Managers are staffed on two projects at a time and each team usually includes two other people - an Associate and a Director. You will work closely with Managing Directors and Directors, and manage one or more Associates, as you lead client engagements. The team works collaboratively to implement engagements (projects) including researching and preparing deliverables, conducting regular

calls and meetings with clients, and facilitating meetings with other project partners and stakeholders. The length of a project ranges from about 3-18 months, and some teams are larger (6-12 people) depending on the size and complexity of the project. You will also play an integral role in pursuing business development opportunities and supporting internal initiatives that drive Third Sector's continued growth. Above all, you will apply your passion for social change and your unique lived experiences to the advancement of our mission.

What is in a day's work at Third Sector? Imagine that on your first day as a Manager you are assigned to lead an 18-month project with a North Carolina-based health and human services government agency. You and your project team have been tasked with working with the agency, community leaders, service providers, and their clients to transform how the agency designs, funds, and contracts for mental health services. The goal of the project is to use new outcomes-oriented contracts to improve the mental and medical health, housing stability, and overall wellness of those individuals suffering from severe mental illness. By the end of the project, your project team will have led the agency in developing over 30 new outcomes-oriented mental health contracts that align provider services, funding, and financial incentives with the improvement of life outcomes for those served.

Your typical day might begin with a check-in with your Senior Project Resource (a Director or Managing Director) to discuss your work plan and budget and to strategize together over the messaging for your upcoming presentation to a group of service providers and agency representatives. Your presentation is designed to facilitate a multi-stakeholder discussion around designing and implementing outcomes-oriented services. During your next meeting, you might sit down with one of the Associates on your team to review and discuss their recent population-level data analysis. Their data analysis is designed to help inform who in the community most needs to be served by the new outcomes-oriented mental health contracts. In the early afternoon, you might deliver an internal Third Sector training focused on embedding racial equity principles into client engagements. Your day ends with grabbing a "virtual coffee" with another Manager to catch-up and exchange stories about your respective projects. Your next day might be completely different - you might find yourself leading a brainstorming session with your Third Sector team and your client to design a methodology for setting target outcomes and associated provider performance incentives.

At Third Sector, each day presents new and exciting challenges. Please visit our [website](#) for additional examples of our outcomes-oriented work with communities.

## EXPERIENCE

4-8 years of professional experience in a role that includes:

- Serving as the primary point of contact on client engagement(s) while creating collaborative working environments with clients, their stakeholders, and project teams

- Designing and delivering well-structured quantitative and qualitative analyses, and drawing actionable conclusions from data
- Communicating persuasively to diverse audiences using verbal and written formats (e.g. PowerPoint, memos, emails, virtual meetings)
- Mentoring and coaching team members and fueling their professional growth
- Working with state, local, or federal government agencies, their contracted service providers, or their other key partners or stakeholders in the United States
- Directly supporting diversity, equity, and inclusion and racial equity efforts in previous work experiences

## SKILLS AND COMPETENCIES

Our skills and competencies reflect the nature of our work which is analytical, collaborative, and challenging. Successful Managers are creative team players who can: successfully manage multiple client engagements at a time; consistently produce client-ready content; and are committed to their own, their team's, and the organization's learning and growth. They possess the following skills and competencies:

**Leadership and Project Management:** Responsible for day-to-day execution on client engagements (typically 1-2 projects at a time) and supports the advancement of Third Sector's strategic goals resulting in meaningful community impact. A successful Manager:

- Leads and executes on multiple client engagements while advancing the organization's strategic goals
- Manages project scopes of work and budgets in partnership with Senior Project Resources (Directors and/or Managing Directors) and in collaboration with project teams
- Executes on engagement goals with rigorous attention to detail and high standards of quality for deliverables and task execution
- Manages and coaches Associate team members to successful engagement delivery
- Is comfortable with ambiguity and is able to identify possible risks and solutions with limited oversight

**Active Listening and Commitment to Equity:** An ability to listen with an open mind, develop trusting relationships with clients and colleagues, and possess a deep commitment to advancing racial equity personally and through our project work. A successful Manager:

- Actively listens in the context of engagement needs and project team/organization-wide goals
- Asks relevant, insightful questions in interactions with clients and colleagues
- Strengthens the organization's culture and is a leader in ensuring and measuring, in partnership with other team members, that the principles of diversity, equity, inclusion, racial equity, and the practices of anti-racism are applied to internal and external work
- Understands and acknowledges the role that race and racism plays in power dynamics, privilege, and access - both within our organization and in the public systems that we work to change

- Has awareness about their own racial identity and how that may impact or influence how they show up in the work through their behaviors and relationships with teammates and partners
- Are comfortable discussing issues about race and racism at the individual, team, organizational, and systems levels

**Work Quality and Communication:** Exceptional written and verbal communication skills and an ability to create original client-ready content and deliver verbal presentations in multiple settings, including virtual formats. A successful Manager:

- Is comfortable facilitating meetings and presenting to diverse audiences
- Composes client-ready content in multiple formats (e.g. formal reports, decks, informal memos)
- Improves the quality and effectiveness of the organization's work products and coaches others to do the same
- Coaches others in the collaborative development of client-ready deliverables and meeting facilitation that distills complex ideas and analyses into concise and persuasive content

**Research, Data Gathering, and Critical Thinking:** An ability to design and conduct research, gather data, structure quantitative and qualitative analyses, and engage diverse stakeholders to gather input and draw actionable recommendations. A successful Manager:

- Designs, manages, and executes multiple data gathering approaches
- Guides and connects teams to relevant data sources or resources
- Exhibits leadership in critical thinking by developing and leveraging analytical techniques for complex problems and decision-making
- Understands the need to balance analytical efforts with team resources and capacity

**Creativity, Initiative, and Thought Leadership:** Exhibits strong problem-solving skills and proactively contributes to expanding Third Sector's impact by contributing to the development of our technical assistance approaches. A successful Manager:

- Pursues creative ideas to advance the impact of Third Sector's client engagements
- Identifies opportunities, in partnership with teammates, to deepen engagements with current clients to further our impact and to identify potential new clients
- Draws on knowledge of the organization's methodologies, past work, and the broader industry

**Learning Mindset:** A desire for continuous improvement and a foundation of self-awareness that provides space for learning and growth. A successful Manager:

- Sets and articulates development goals and takes steps to achieve them
- Coaches team members in setting and achieving their development goals
- Is willing to acknowledge mistakes, give and receive feedback, and sees these as learning opportunities
- Exhibits a proactive, passionate, and collaborative attitude

## HOW WE RECRUIT GREAT TEAM MEMBERS

We use scenario-based exercises throughout our recruitment process to expose you to our work and to evaluate your potential to contribute to our team. Our recruitment process stages are outlined below:

1. Resume/CV submitted for initial screening (see instructions below)
2. Written questions completed during first round to understand your interest in the position and to assess your critical thinking and problem-solving skills
3. Second round interview via videoconference to assess your critical thinking, analytical, and communication skills
4. Professional references requested
5. Third round interview via videoconference with a member of our Executive Team to understand what lived experiences and skills you will bring to Third Sector
6. Offer issued

Note: About midway through the interview process, all candidates will be connected to a Third Sector team member and you will be given the opportunity to ask them any questions you have about their experience working here, their work on client projects, how they've experienced our equity journey, etc. *This conversation will not be used to evaluate candidates in any way.* This conversation is meant to serve as an open and honest opportunity for candidates to learn more about our culture and work environment before progressing to the final stages of the interview process.

We are committed to transparency throughout this process. We understand that interviewing can be stressful and aim to minimize that stress and uncertainty. To give you a sense of timing, steps two through six above typically take four to six weeks.

This is a full-time position. The FLSA status for this position is exempt with a salary range of \$85,500 to \$106,500. Starting salary is determined by experience level within this range and location. Third Sector also provides competitive benefits including medical, dental, and vision benefits, life insurance, a 401K plan with a 4% match, technology stipend and technology support services and more.

We welcome applicants from anywhere in the contiguous United States. During the coronavirus pandemic, Third Sector staff are all currently working from home until September 2021. We currently have offices in Boston and San Francisco but living in or being willing to relocate to Boston or San Francisco is not required for this position. The intended start date for this position is as soon as possible.

Candidates will be reviewed on a rolling basis. This search is being managed by Larnell Vickers Enterprises. Interested candidates should submit a resume/CV to [recruitment@larnellvickers.com](mailto:recruitment@larnellvickers.com) to apply.

*At Third Sector, we value diversity, equity, and inclusion. We believe that diversity leads to better solutions for the difficult social challenges we tackle, for the clients we serve, and for the communities we impact. We are committed to providing equal opportunities and approach recruitment in an impartial manner, without regard to an individual's race, ethnicity, color, religion, gender, gender identity, sexual orientation, national origin, disability status, income status or any other characteristic protected by law.*