

**Manager, Community & Family Systems**  
**Permanent, Full-time**  
**UWCA Job Grade 6**

At United Way of Calgary and Area, we believe that united, we make the biggest difference. We're strongest when we come together to improve local lives and communities—and when we come together as a team, we passionately propel our mission forward. We're currently looking for a Manager, Community & Family Systems to join our Transformation team.

Reporting to the Director, Children & Youth Strategies, the Manager, Community & Family Systems leads place-based initiatives and partnerships that strengthen families, communities, and youth well-being. This role oversees the community-side implementation of Planet Youth, including local coalitions, youth councils, and delivery partners. The Manager provides strategic leadership for family- and community-focused innovation, ensuring strong alignment between community insight, program delivery, and systems change. The role supports evaluation, reporting, and communication efforts in collaboration with internal and external partners. This position may occasionally require evening or weekend work to support community events, workshops, or engagement activities.

If you are passionate about your community, aspire to make an impact, thrive in a fast-paced environment, and want to make a difference, then we're looking for you!

**What you will do**

- Lead integrated family and community initiatives aligned with local priorities.
- Champion place-based co-design and community-driven innovation.
- Oversee Planet Youth community implementation, including coalitions, youth councils, and delivery partners.
- Supervise and support Community & Family Systems and Early Childhood Strategists, providing coaching and developmental support.
- Collaborate with the Manager, Youth Programs & Education to ensure continuity between school- and community-based efforts.
- Align initiatives across internal teams to strengthen youth- and family-serving systems.
- Build and steward high-trust relationships with community leaders, Indigenous partners, agencies, and system-level collaborators to advance shared goals and collective action.
- Facilitate or co-facilitate strategic conversations, community engagement processes, and cross-sector planning sessions.
- Support project budgeting, stewardship, and strategic resource allocation in partnership with the Director.
- Coordinate with the Marketing & Communications team to support community-facing communications and reporting.
- Report regularly to leadership and funders on outcomes, risks, and learnings from community initiatives.
- Foster systems alignment across family and community service partners to improve service experiences.
- Ensure performance tracking and support evaluation processes in collaboration with data and evaluation leads.
- Facilitate service mapping and partner alignment sessions to enhance the user experience across systems.

- Apply service design principles—such as prototyping, testing, and iteration—to inform program improvements and collaborative decision-making.
- Represent the community-side of the portfolio in external coalitions, sector tables, and cross-agency collaborations.
- Support storytelling, partner stewardship, and donor-facing efforts that highlight community innovation and impact.
- Explore opportunities to scale successful community-led pilots and embed them within broader systems.
- Translate community insights into clear problem statements, design briefs, and decision points that guide pilots, investments, and system changes.
- Contribute to cross-portfolio strategy and planning through internal working groups and collaborative sessions.
- On occasion, be available for evening or weekend work to support community events, workshops, or engagement activities.

## **What you will bring**

### **Experience:**

- Post-secondary education in a relevant discipline, combined with at least 10 years of progressive experience in community development, public service, systems innovation, or related sectors—demonstrating increasing responsibility in program leadership, cross-sector collaboration, or co-design.
- Minimum 3 years of experience supervising staff, consultants, or cross-functional teams in complex or innovation-focused environments.
- Strong facilitation skills, with the ability to lead inclusive discussions, workshops, and community engagement processes that adapt to different audiences and contexts.
- Deep knowledge of community ecosystems, including experience working with youth- and family-serving agencies, Indigenous partners, grassroots organizations, and systems-level collaborators.
- Demonstrated success collaborating with and supporting community partners to drive shared priorities and collective action.
- Proven ability to apply human-centered design, service design, or community innovation approaches such as co-design, prototyping, and iteration.
- Familiarity with change management practices and adaptive leadership in complex systems is considered an asset.
- Strong written and storytelling skills, with experience developing reports, presentations, and learning materials for funders and external partners. Capable of translating complex ideas into clear, compelling stories.
- Comfort working with data and evaluation teams to inform decisions, measure outcomes, and support continuous improvement.

### **Attributes:**

- A strategic thinker with the ability to take a systems approach and identify long-term opportunities for community impact.
- Demonstrated ability to lead with curiosity, empathy, and adaptability in complex, multi-stakeholder environments.
- Skilled in turning community insights and lived experience into actionable strategies, programs, or policy recommendations.
- Ability to create and deliver team work plans aligned with departmental goals, while managing competing timelines and priorities.

- Superior collaboration skills and the ability to build trusted relationships across diverse partners, including grassroots leaders, Indigenous communities, funders, and public systems.
- Demonstrated financial, project management, and evaluation skills to support strategic implementation and reporting.
- Capable of conducting research, synthesizing learning, and applying insights to support continuous improvement and innovation.
- Comfortable working in a dynamic, growing, and evolving organization, with a proactive approach to ambiguity and change.

### **Work Environment**

Our team values the flexibility that hybrid work offers, while also recognizing the importance of in-person collaboration. Our office is located in Calgary, and employees are expected to work in the office 3 days per week or as required. Effective September 1st, our mandatory days in office will be Tuesday, Wednesday, and Thursday. This balance allows us to foster a strong sense of community, facilitate teambuilding, and ensure we continue to deliver exceptional results together, while also offering the flexibility to work remotely on other days.

### **United, we make the biggest difference**

United Way is a not-for-profit organization that has played a vital role in our community for 85 years. As a social impact organization, our mission is clear: we mobilize communities for the common purpose of working together to create lasting social change.

### **Our Commitment to an Inclusive Culture**

We are committed to creating an inclusive culture where everyone feels valued and respected, and that reflects the diverse community we serve. We welcome applications from all qualified candidates and encourage candidates with diverse backgrounds, experiences, styles, and abilities to apply. If you require accommodation at any stage of the hiring process, please let us know.

### **To Apply**

Send **cover letter and resume by** 4:00 pm September 17, 2025, to [hr@calgaryunitedway.org](mailto:hr@calgaryunitedway.org)

Subject Line: Manager, Community & Family Systems – Your Name.