



## LIAISON MANAGER

### JOB DESCRIPTION

### FULL TIME POSITION

#### Who We Are

[United to Learn](#) (U2L) is a Dallas-based education nonprofit with a stated mission of changing lives by transforming the relationship between schools and community. United to Learn is focused on accelerating student achievement across 49 Dallas ISD elementary schools, and growing purposeful leaders through partnerships with businesses, high schools, colleges, faith-based organizations, and engaged individuals and groups. Together we work to create a united, thriving community.

#### What We Believe

Our values underpin everything we do. Together we aim to be:

- **Optimistic:** We believe that with the right resources all children can achieve greatness
- **Nimble:** We respond flexibly and creatively through active listening
- **Culturally Competent:** We build a positive understanding of diverse perspectives
- **Collaborative:** We respectfully and empathetically work to learn from each other and build coalitions
- **Effective:** We use evidence-based practices for high-impact results

#### The Role

United to Learn's **Liaison Manager** plays a critical role in executing our collaborative model as the lead relationship manager of the 50+ volunteer corps of U2L Liaisons. The Liaison Manager furthers the mission of United to Learn by stewarding meaningful relationships between liaisons and U2L Dallas ISD elementary schools. The Liaison manager oversees liaison recruitment, on-boarding, weekly management of these critical volunteers who serve as the heart of the U2L model.

Named to honor the enduring legacy of our visionary thought-partner, the [Serena Connelly U2L Liaisons](#) are a central component of our collaborative model. Each dedicated U2L Liaison is paired with an individual campus. U2L Liaisons keep us abreast of the present successes and challenges schools experience so that our support can be nimbly tailored to each school's evolving needs.

#### Reporting Structure

The **Liaison** manager role reports to the Director of Impact Partnerships and oversees the 50+ U2L Liaison volunteers who serve as critical thought partners to our U2L Schools.

#### Essential Responsibilities

##### *Recruiting New Liaisons*

- **Design and execute liaison recruitment efforts** such as organizing informational coffees, attending volunteer fairs, and reaching out to volunteer groups and associations to identify prospects
- **Actively engage with the greater community**, representing United to Learn at stakeholder events to build connections and develop a prospect pipeline of liaisons
- **Collaborate with the communications team** to design collateral materials to promote the liaison program

##### *On-Boarding, Managing, Training and Stewarding U2L Liaisons*

- **Plan and implement training opportunities for U2L Liaisons**, including an orientation at the start of the school year and a mid-year check in in addition to optional trainings and professional development opportunities
- **Develop relationships between U2L Liaisons and Dallas ISD Elementary Campus Leaders** through planning and attending kickoff meetings and creating a plan for consistent check-ins, including mid-year and year-end needs assessments; educator appreciation; Back-to-School refresh efforts; and Community Campus Day site visits and project leadership
- **Provide input on U2L Partner Workshops and Summit topics** and prepare U2L Liaisons to host and promote engagement of U2L School Leadership and U2L Investing Partners
- **Build understanding of role of U2L Liaison** as leader of the campus-specific Investing Partner/School Partnership team
- **Manage individual school budgets** afforded to each U2L Liaison including tracking all expenses by school
- **Provide U2L Liaisons support** coaching them in their relationships with Dallas ISD school leadership as well as ordering food and supplies for schools, coordinating deliveries and requesting reimbursement
- **Track feedback and school-specific information** reported by U2L Liaisons and update activities on various metric and donation trackers

- **Collaborate with Communications team** to create tools to onboard, train and support U2L Liaisons and celebrate successes with shout-outs and social media posts and blogs
- **Send weekly emails** to share important information from U2L and Dallas ISD and maintain consistent communication with individuals
- **Attend U2L Programs team meetings** each week to understand available offerings from U2L and communicate them to U2L Liaisons as well as communicating school-specific needs back to U2L Programs staff
- **Attend Advancement team meetings** to understand the goals for school partnerships, grants and sponsorships
- **Provide Networking Opportunities** for U2L Liaisons to connect with each other, ask questions and share successes
- **Cover school needs** collaborating with U2L Programs team, Director of Impact Partnerships and U2L Liaisons to coordinate volunteer and other resource coverage from investing partners

### Ideal Candidate Qualifications

- Demonstrate a strong commitment to equity, public education, student achievement and U2L mission, vision and values
- Display excellent written and verbal communication skills to engage a wide range of stakeholders
- Be comfortable networking among and presenting before a broad audience of stakeholders
- Have strong background in or deep understanding of the volunteer experience, especially training and skill development of highly motivated and dedicated community leaders
- Hold a Bachelor's Degree with 3-5 years of experience in volunteer engagement, education, development, membership, parents' association leadership or a related field.
- Display initiative, drive, and comfort working within a fast-paced, collaborative environment
- Be proficient in Google Suite, Excel, Word, PowerPoint, DonorPerfect (or other constituent relationship management database), and Asana or other project management system.
- Willing and able to cover some weekend projects for Community Campus Day and other school needs
- Capacity to manage programs at schools citywide, maintain valid driver's license, insurance and ability to lift up to 20 lbs.

### Brief Overview of the Organization

[United to Learn](#) (U2L) was founded by Abigail Williams, who created the concept based on her personal experience as a product of public education and later a private school parent and public school volunteer. Given the silos that exist across Dallas, Abby realized the untapped opportunity to activate Dallas' abundant talent and resources within a customized and proximate model to provide more equitable opportunities for ALL students.

At U2L we believe that our city's prosperity can be shared more equitably as more students are prepared for college and career success, thus we embrace our responsibility to address resource gaps in public education to achieve a more equitable, prosperous community. Knowing that a child who is reading on grade level at 3rd grade is three times more likely to achieve long term sustained academic success, U2L has defined 3rd grade literacy as our North Star metric.

To ensure efforts align to accelerate student outcomes, our research driven initiatives aim to: 1) improve our schools' **social emotional health**, 2) create aspirational **learning environments**, 3) drive student **literacy achievement**, and 4) **activate an informed community** empowered to advance for educational equity from a culturally competent perspective.

U2L partner schools have seen significant literacy achievement as demonstrated by Texas Education Agency ("TEA")-administered STAAR 3rd grade reading tests, with a growth of 39% over the five years preceding COVID, outpacing achievement seen across Dallas ISD, county, and state. Despite significant learning losses experienced nationwide in response to COVID disruptions, U2L partner schools saw only limited regression, approximately 50% of the losses seen across the District and County. Based on our success building relationships and driving student achievement, Dallas ISD invited U2L to expand to reach more students and campuses in need. In the 2020-2021 school year, United to Learn welcomed 21 partner elementary schools in Southern Dallas, representing a 64% increase over last year in students and educators served.

United to Learn now supports 2,100 educators and 26,110 students, reflecting one-third of all elementary students in Dallas ISD. Our partner schools are located citywide, with concentrations across Dallas ISD's Northwest Clusters as well as feeder patterns across Southern Dallas. Of our 26,110 supported students, 92% live in poverty, 51% are English language learners, and despite significant gains in recent years, an alarming majority of fourth grade students are not reading on grade level. Equally concerning, 90% have experienced prolonged trauma, enduring

multiple adverse childhood experiences which can alter the structure of a child's brain, creating additional barriers to learning and academic success if left unaddressed. Racial demographics of our supported students reflect: 28% Black, 63% Hispanic, 9% Other. Of our students, 49% are female and 51% are male.

United to Learn is made up of full-time and part-time staff and contractors. We are governed by a Board of Directors and receive guidance throughout the year from an active Advisory Council.

Volunteers are intrinsic to the fabric of United to Learn. Twenty-eight hundred students, business professionals, and community volunteers contributed over 17,800 hours during the 2021-2022 school year, serving as school liaisons, tutoring young learners, completing campus improvement projects, distributing meals to families, and executing teacher appreciation initiatives, among other important roles.

Through our Community Activation programming, we inform, empower, and engage high school and college students and adults to understand systemic inequities that remain to be addressed, creating lifelong advocates for public education and building purposeful leaders who can find their role in eradicating those inequities.

### **United to Learn Theory of Change**

United to Learn's Theory of Change was developed in the 2020 Strategic planning process to outline the causal linkages in our work and define our pathway to desired outcomes, with corresponding interim measures of progress toward our ultimate goals. In our work, we leverage our unique strengths and resources to establish and facilitate consistent and streamlined communication between schools and community partners. The inherent flexibility of our model is anchored in careful listening to the micro and macro communities of our schools and allows us to better understand the unique circumstances faced by each campus. Dedicated Serena Connelly U2L Liaisons who are paired with each individual campus provide a solid foundation as thought partners to each elementary school, bridging interactions among partners. These trusted liaison relationships provide vital input for the experienced United to Learn staff who then create tailored programming within our pillars to address opportunity gaps, provide resources and meet specific needs.

Together, our highly engaged network strives to accelerate student achievement while also developing purposeful leaders to support a united and thriving community.

### **United to Learn's Unique Role in the Education Ecosystem**

U2L is the only organization in Dallas that brings together Dallas ISD, investing partners and other nonprofits to jointly focus on accelerating student achievement while also building purposeful community leaders. With key Dallas ISD relationships, from the campus level to district management through to the superintendent's office, United to Learn's efficient model is in sync with District priorities, complementing and never duplicating other support efforts. United to Learn's unique listen-first model enables us to customize programs to the ever-changing needs of our U2L schools.

This unique position as an external thought partner to both our Dallas ISD partner schools and our community partners allows us to embrace separate organizational and individual objectives in order to align with a more substantive vision of student achievement and shared community prosperity. Time and again, our activated United to Learn network has stood alone in the gap, filling campus-specific needs of our schools with expert programming and available volunteer and social capital within the private sector. Our staff is composed of industry leaders, who both hear the challenges of our partner schools and appreciate the level of rigor necessary to design programs that drive student achievement.

Our ability to steward relationships among our school and community partners and meaningfully accelerate student achievement was most recently evidenced by the District's invitation to double our footprint of partner schools as well as selecting U2L for Dallas ISD's [Jeanne Fagadau Leading the Charge Award](#). Given the looming unfinished learning and impact to social and emotional health posed by the evolving COVID pandemic, we eagerly accepted the invitation by accessing our proven army of industry experts and empathetic community volunteers to uplift students and step in where limited public dollars stop.

**To apply, please email a cover letter and resume to [careers@unitedtolearn.org](mailto:careers@unitedtolearn.org).**