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| Job Title | Director, Design & Innovation |
| Employer/ Agency | BakerRipley |
| Job Description | <p>At BakerRipley we focus on bringing resources, education and connection to more than half a million people in Texas each year. For more than a century, BakerRipley has embodied the entrepreneurial spirit to offer innovative solutions to help neighbors and their communities to seek equitable access by braiding private and public resources.</p> <p>BakerRipley strives to be completely outcome and impact driven. Proving and improving impact requires an approach steeped in design thinking, continuous learning and quality improvement, and innovative methods. We also strive for commercial-minded data-driven decision making to demonstrate impact to our stakeholders when considering where to invest their time, talent, and treasure.</p> <p>BakerRipley is seeking a Director of Design and Innovation to manage our Program Design and Planning team, reporting to the Senior Director, Center for Excellence. This position will lead cross-disciplinary projects to map and maintain agency leadership with regards to our program portfolio of services supporting the agency’s mission and our neighbors’ emerging aspirations.</p> <p>The Director of Design and Innovation will be responsible for:</p> <ul style="list-style-type: none"> • Team lead for all program planning, design, and learning cycles as part of our focus on continuous quality improvement. • Create and manage program portfolio roadmap to facilitate leadership alignment and decision making, support agency change management, and ensure more consistent outcomes across program divisions. • Develop and communicate program design principles and philosophies to align program leaders and their teams towards an approach of ONE TEAM, ONE GOAL – providing for strong support of neighbors and stakeholder reporting to evidence the BakerRipley Effect. • Ensuring strategy is translated into program development and operational design while providing for reverse feedback loops on what is working well, what is not, and how to adapt or adjust to support strategic shifts. • Collaborate with Grants and Philanthropy to develop and express innovative concepts which enhance and expand outcomes through BakerRipley programming. • Able to adeptly present visual proposals to stakeholders to gain buy-in and support. • Perform and lead across team and peer groups to research best practices for existing or proposed program designs which are steeped in producing outcomes, not only outputs, and have sustainable models of implementation. • Demonstrates planning competency for inclusion of sustainable income and revenue within program design working alongside development team members. • Maintain positive, collaborative working relationships with external partners across various industries – public and private – to further agency mission and neighbors’ goals. • Remain abreast of local, state, and federal policy issues and potential changes which could affect delivery and/or funding of services. Support process design for braiding or weaving public and private supports to create greater equitable |

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| | <p>access to all resources for neighbors and communities we serve.</p> <ul style="list-style-type: none"> • Share knowledge and increase awareness of BakerRipley’s approach and impact through external publications and presentations when possible. |
| Qualifications | <p>REQUIRED SKILLS:</p> <ul style="list-style-type: none"> • Leadership skills to successfully support decision making, project development, and resource management, and ensure execution of plans with a lens on regional inequities and disparities among communities. • Able to navigate ambiguity and demonstrate thought leadership by finding alignment and merge ideas for greater efficiency and effectiveness. Forward thinking capability to move beyond immediate problem or task. • Excellent analytical, problem-solving, interpersonal, and organizational skills to effectively coordinate, plan, and prioritize multiple projects with demanding deadlines. Ability to shape creative ideas into tangible solutions. • Able to effectively develop and maintain strong relationships, lead teams, and manage projects which involve multiple stakeholders. • Excellent communication skills to influence, collaborate, and relay understanding; strong verbal, written, and editorial / proofreading skills. • Strong persuasive writing skills to craft proposals, summaries and reports. • Comfortable navigating (and coaching others) public information sources (i.e. Census data). • Strong understanding of asset-based and appreciative inquiry methods. • Strong expertise in applied design thinking models and / or public policy design. Able to bring new concepts and methods into agency Design Tool Kit. • Expertise in Microsoft Office, G-Suite. Comfortable using team remote collaboration tools such as Slack, Zoom, Teams. <p>BONUS SKILLS:</p> <ul style="list-style-type: none"> • Prior experience in customer relationship management platforms such as Salesforce (Force.com platform and dashboard development). • Familiarity with public and private grant requirements, processes and systems preferred. • Prior experience using Dedoose, Gliffy, Survey Gizmo, Canva, and similar tool sets. <p>EDUCATION & EXPERIENCE:</p> <ul style="list-style-type: none"> • Master’s degree in Social Work, Psychology, Education, Sociology, Public Administration, or related field strongly preferred. • Typically, 5+ years of prior experience in user centered and experience design for program or services. |
| Salary/Hours | Salaried \$90k |
| City, State, Zip | Houston, TX |
| Contact Person | Cara Baez |
| Contact Title | Senior Director, Center for Excellence |
| Email Address | cbaez@bakerripley.org |
| Application Method | Online https://recruiting.ultipro.com/NEI1004/JobBoard/be77a20f-1de8-2d7b-7b3e-0ee8465a4825/OpportunityDetail?opportunityId=eb6e504e-eda1-467e-93e2-50645ec25b48 |
| Opening Date | Immediate |

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