



Title: Systems and Contract Coordinator

Reports to: Operations Manager

Job Location: Cleveland office

Benefits: Health, Dental, Vision and Retirement, Paid Time off, Holidays

Date Posted: January 2024

To apply: please contact **Kaylee Chavez at Scion Staffing by email at kaylee@scionstaffing.com**

Overview of Kinnect:

Kinnect is a private non-profit that was founded in 2005. Kinnect leverages its leadership expertise to design programs, products and services that transform the child welfare system. Kinnect leads innovation to reduce the time that children spend in the child welfare system and to prevent entry into the child welfare system. Kinnect achieves this by partnering with organizations to transform beliefs, values and actions to ensure permanent families for all children in the shortest time possible. We believe that childhood is a fundamental human right and that all children deserve permanent families. We believe that every day that a child is in foster care, separated from their kin and community is a day in crisis. We embrace hope, possibility and innovation and we treat everyone with dignity and respect.

Position Summary:

The Systems and Contracts Coordinator (SCC) is a full-time position dedicated to providing technology system support and contract coordination for Kinnect's staff. This role will work closely with the organization's information technology and other database vendors, as well as existing staff subject matter experts. Systems coordination, at Kinnect, includes: software platforms communications, overseeing multiple databases, user administration, and file monitoring and structuring.

The SCC will also coordinate and oversee contracts for the organization by being the person to process these documents and monitor the deliverables outlined within. The primary functions of this role are to provide staff with an internal resource who can support troubleshooting efforts, implement best practices for database and software use, develop processes for organization-wide electronic filing, and organize or facilitate training to the team, and manage and track the execution of contracts along with their deliverables.

Essential Functions:

Systems

- Analyze technology system needs and requirements and provide recommendations for improvements, as needed
- Assist in the creation of training materials
- Monitor technology systems (Verity Analytics, Quickbase, Phone Dashboard, etc.) utilization and recommend appropriate revisions to processes
- Administer and manage network security and compliance with Partners, State and Federal policies and regulations regarding security and privacy matters
- Develop and monitor IT policies
- Act as a liaison to vendors and partners on shared and purchased technologies
- Work with SharePoint Developer to increase capacity and handle Sharepoint management, from content to permissions
- Processes for SharePoint, naming conventions, clear understanding for coordinators and their role in managing the content and access
- Monitor functioning of equipment to ensure system operates accordingly
- Ensure office equipment is properly maintained and well-functioning
- Provide day to day support of organizational intranet
- Support staff with technology troubleshooting as needed and appropriate in partnership with the third party vendor
- Maintain inventory equipment, including annual audit of items for usage and compatibility
- Monitor service agreements for cell phones and upgrade options
- Manage and troubleshoot organization phone system
- Support staff with audio/visual needs, including proper training
- Work independently with minimal supervision

Contracts

- Develop, implement and manage an organization contract management system in collaboration with partners and stakeholders
- Develop weekly, monthly and annual program reports
- Develop a system for reviewing monthly reports, Key Performance Indicators and data consistent with identified deliverables
- Maintain a tracking and filing system for organization contracts
- Assist in monitoring and tracking deliverables outlined in contracts
- Monthly reports that highlight, analyze and track monthly outcomes and objectives
- Work collaboratively with Program Director and Regional Directors(s) to manage implementation benchmarks outlined in contracts

Guiding Principles and Competencies

Partnership: Bringing our collective experience and skillsets to relationships that support our connectedness and achievement of our mission.

- I build constructive and effective relationships to find common ground and solve problems
- When I participate in teamwork, I will ensure that I am giving everyone accurate and timely information as needed to move forward on our common goals
- I reprioritize when needed and create focus to strengthen partnerships throughout times of change
- I strive to help people feel included, respected, and valuable about being a member of the team

Inclusion, Diversity, Equity and Access (IDEA): As a learning organization, we pledge to ongoing and sustained work in diversity, equity, inclusion and accessibility through collaboration with families, communities, Kinnect team members and our partners.

- I pause for self-reflection and to analyze my own assumptions, behaviors, and previous/current experiences
- I take responsibility for my own growth and development in this space (i.e. self-education through TED Talks, books, articles, and how new information can be applied in practice)
- I am willing to speak up if I witness exclusionary behaviors, bias, and discrimination
- I give other's grace in our learning journeys, we give each other time to process, and we give each other the space to circle back
- I strive to be a catalyst for change, thought partner and leader in bridging the work of systems innovation and disruption, anti-racism, and transformation
- I foster belonging by committing to centering the voices of those who have been historically and are presently marginalized
- As a learning organization I pledge to ongoing and sustained work in diversity, equity, inclusion and accessibility through collaboration with families, youth, communities, Kinnect team members and partners

Innovation: Continuous and dynamic process where creative ideas are valued, discussed, and implemented to significantly disrupt routing and prevailing structures.

- I am willing to share my ideas, even the new and unique ones, when brainstorming, problem solving and in my daily work
- I explore issues through a lens of equity and inclusion by co-creating solutions with people, not for people. I am committed to centering and elevating the voice of those we serve, whether it be families, youth, caregivers, team members or our partners. I am willing to design programs and solutions for the future we want to have.
- When faced with challenges, I remain curious, look beyond the obvious and my own lens and perspective to push myself to look for multiple solutions even though I might not have all the answers. I am open to iterating and continuous learning
- I choose to view failure as an opportunity to learn

Integrity: Having the courage to live the Kinnect values of dignity, respect and honesty.

- I strive to be self-aware and open to feedback that allows for development and growth
- I stay aligned with Kinect's values while maintaining flexibility to incorporate new ideas and perspectives
- During difficult times, I strive to maintain composure, self-regulate, maintain my sense of self-awareness and stay in empathy when working through issues
- I take responsibility for contributing to high quality and inclusive end results, for the good of the greater team
- I take responsibility for my own boundaries, self-care, and rest so that I am able to engage meaningfully in my work at Kinect

Outcome Focused: We strive to measure our work, to pivot, iterate, and improve to accomplish desired results.

- I make time and space to assess process, progress, and results
- I work with my team to make sure we all have up-to-date information so we can make accurate and informed decisions
- I ask for what I need to be able to contribute and perform to the best of my ability
- I keep families, youth, community partners and Kinect team members in mind when creating goals and throughout the course of the project

Communicate Effectively: Develop and deliver communications using various methods that conveys a clear understanding of the unique needs of the different audiences we communicate with.

- Attentively listens to others
- Provides timely and helpful information to others across the organization
- Encourages the open expression of diverse ideas and opinions
- Ability to utilize multiples communication methods such as telephone, email, letters, reports, to name a few to share information and to keep people informed of progress or what is needed

Critical Thinking for Managing Complexity: Making sense of complex, high quantity and sometimes contradictory information to effectively solve problems.

- Ask questions that will help accurately analyze situations
- Acquire data from multiple and diverse sources to help solve problems and to innovate

Education/Qualification:

- Bachelor's degree preferred
- Associate degree in Business or Technology or similar credentialing program preferred
- Excellent communication skills required
- Experience using database applications
- Related experience in contract management preferred

- Experience maintaining an internal SharePoint site and a high level of proficiency in Microsoft Office required

Inclusion Diversity, Equity, and Access:

Kinnect is committed to fostering, cultivating, and preserving a culture of inclusion diversity, equity, and access. These commitments are not just part of our value system but are at the core of our intentional actions to eliminate systemic barriers that have produced inequities based on differences.

We commit to a sustained investment of time, resources, and people to advance equitable realities for our employees, and for the children, families, and communities that we serve. We do this by intentional advocacy for social justice and the continuous scrutiny of the systems that we create and those in which we operate.

Our employees are the most valuable asset we have. The collective sum of the individual differences, life experiences, knowledge, innovation, self-expression, unique capabilities, and talent that our employees invest in their work represents a significant part of not only our culture, but our reputation and success, as well.

We embrace our employees' differences in age, color, disability, ethnicity, family or marital status, gender identity or expression, language, national origin, physical and intellectual or emotional ability, political affiliation, race, religion, sexual orientation or identity, socio-economic status, parental or family status, medical or genetic status, veteran or disabled veteran status, and other characteristics that make our employees unique.

Kinnect's inclusion, diversity, equity, and access initiatives involve, but are not limited to, our practices and policies on recruitment and selection; compensation and benefits; professional development and training; promotions; transfers; staffing decisions; terminations; and the ongoing development of an inclusive work environment.

Equal Opportunity Employment:

Kinnect maintains a policy of nondiscrimination toward all employees and applicants for employment. All aspects of employment with us will be governed on the basis of competence and qualifications and will not be influenced in any manner by race, color, religion, gender, or gender identity or expression, age, sexual orientation, sexual expression or identity, national origin, physical, intellectual or emotional ability, marital or partnership status, parental or family status, medical or genetic status, veteran's or disabled veteran status, in accordance with applicable federal, state and local laws governing nondiscrimination in employment.

Employment Posters stating current regulatory and legal requirements are posted in Kinnect's main office and on the intranet.

Working Conditions:

- Travel required, as needed. Must have access to own transportation.
- This job requires occasional overnight travel
- Kinnect as an organization has a Hybrid Work Model that combines remote and on-site work at Kinnect, as well as routine on-site or in-person work with team members, partner sites, community events, and direct service in the field.
- This role will utilize standard office equipment that will be provided by Kinnect

Hiring Process:

- **Background Check Information:** The final candidate selected for the position will be required to undergo a criminal background check. Criminal convictions do not necessarily preclude an applicant from consideration for a position. An individual assessment of an applicant's prior criminal conviction(s) will be made before excluding an applicant from consideration.

Disclaimer: The above statements are intended to describe the general nature and level of work to be performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of employees assigned to this position.

Kinnect maintains a policy of nondiscrimination toward all employees and applicants for employment. All employment decisions at Kinnect are based on organizational needs, job requirements and individual qualifications, and will be governed on the basis of competence and qualifications and will not be influenced in any manner by race, color, religion, gender, or gender identity or expression, age, sexual orientation, sexual expression or identity, national origin, physical, intellectual or emotional ability, marital or partnership status, parental or family status, medical or genetic status, veteran's or disabled veteran status, in accordance with applicable federal, state and local laws governing nondiscrimination in employment. Employment Posters stating current regulatory and legal requirements are posted in Kinnect's main office and on the intranet.

American's with Disabilities Act: This position involves sitting in a stationary position for at least 50% of the time and the ability to ambulate without assistance to attend on-site meetings, as needed. The job requires movement in a typical office environment with file cabinets, office machinery, office furniture and typical hallway and access doorways. The position must operate typical office equipment, such as copiers, telephones, computers and peripherals. This job requires that the person must have the ability to access transportation to attend meetings and special events. The organization provides reasonable accommodations for this position.