



NOW HIRING

DIRECTOR, 211

SEARCH APRIL 2026

In partnership with



Greater Twin Cities
UNITED WAY

HOW TO APPLY

Interested candidates should submit a cover letter, resume, and salary expectations using the online application on the kpCompanies website:

<https://kpcompanies.com/careers>

*All submissions shall be received in strictest confidence.

APPLY NOW

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DIRECTOR, 211

kpCompanies is partnering with Greater Twin Cities United Way (GTCUW) to identify a strategic, community-centered leader to serve as Director, 211.

As a key member of the Community Impact Leadership Team, this leader will advance the strategy, performance, and long-term sustainability of 211 services, alongside closely aligned crisis response systems including 988.

This role calls for a leader with a strong understanding of large-scale service delivery within complex, community-centered systems, ensuring 211 remains a critical and accessible entry point for individuals seeking support.

THE OPPORTUNITY

This is an opportunity to lead one of the region's most essential community access points for social services while shaping its future within an evolving landscape of behavioral health and crisis response systems. The Director of 211 will collaborate with the director of 988 on the integration and alignment of 211 with 988 services, strengthen the positioning of 211 as a vital community asset, and help drive systems-level change across social services.

This role is designed for a leader who thrives in complexity, brings strong operational and strategic thinking, and is energized by advancing community-centered solutions at scale.

THE ROLE

The Director is responsible for advancing the strategy, performance, and sustainability of 211 services within Greater Twin Cities United Way. This includes program management, cross-functional collaboration, and oversight of operational and service delivery components to ensure high-quality, compliant service aligned with community needs.

The role also requires the ability to navigate evolving government priorities, policy landscapes, and funding dynamics while maintaining strong alignment across internal teams and external stakeholders.



KEY RESPONSIBILITIES

Strategic Leadership & Program Direction

- Set and execute the strategic direction for 211 in alignment with organizational priorities and community impact goals
- Strengthen alignment between 211 and 988 services across an evolving crisis response ecosystem
- Leverage community data and insights to inform decision-making and improve service delivery
- Position 211 as a critical community asset, clearly articulating its value to stakeholders

Operational & Financial Oversight

- Oversee financial planning, budgeting, and funding strategies to support long-term sustainability
- Ensure high-quality, compliant service delivery across a complex, high-volume environment
- Lead operational performance, including staffing, contracts, and program infrastructure
- Drive innovation and continuous improvement across systems and service models

Leadership & Stakeholder Engagement

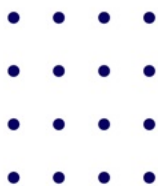
- Lead, develop, and support a high-performing team
- Foster collaboration across departments and strengthen organizational alignment
- Build and manage partnerships across public, nonprofit, and private sectors
- Represent 211 publicly through media, community engagement, and advocacy efforts

[View Full Position Profile](#)



KEY QUALIFICATIONS

- 7+ years of experience in program management, nonprofit leadership, or related fields
- Experience in crisis services or community-based systems strongly preferred.
- Demonstrated ability to lead within large-scale service delivery environments
- Experience working within or alongside call center or direct service models
- Proven ability to navigate complex stakeholder environments and public systems
- Strong leadership, communication, and strategic execution skills



EQUITY, SALARY DISCLOSURE, AND EQUAL OPPORTUNITY

kpCompanies believes in and is committed to practices that create real equity and pay parity for all, regardless of background or identity. As part of this commitment, we discuss compensation transparently with every qualified candidate during their first interview to ensure that no one is left guessing or disadvantaged in the process. The expected salary range for this role is competitive and based on both experience and internal equity, with a full range of \$130,000 to \$140,000. We anticipate the final salary will land near the midpoint of that range. In addition to salary, this role comes with a flexible and comprehensive benefits package, including healthcare stipends, retirement plans, generous paid time off, and flexibility for work-life balance. We believe compensation transparency is an essential step toward building a truly inclusive and equitable workplace.

Both kpCompanies and Greater Twin Cities United Way are equal-opportunity employers. All applicants are considered without regard to race, ethnicity, religion, gender identity, age, ability, sexual orientation, veteran status, or any other legally protected status.



ABOUT GREATER TWIN CITIES UNITED WAY

Greater Twin Cities United Way works alongside community partners to meet urgent needs and create lasting change across housing, food, education, and economic opportunity. Through responsive services and collaborative partnerships, the organization is committed to disrupting systems, unlocking human potential, and building a more equitable future.

<https://www.gtcuw.org>



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