



## **JOB DESCRIPTION**

# **Knowledge Network Manager**

The main function of the Knowledge Network Manager is to promote knowledge sharing so that the network's know-how, information and experience is shared (as appropriate) with partners and stakeholders.

### **Key responsibilities include:**

- Introducing advanced practices to improve knowledge creation and sharing, such as, enabling knowledge-sharing forums.
- Promote knowledge sharing by strengthening links between partners and stakeholders and facilitate the seamless exchange of information among partners and stakeholders;
- Promote collaborative tools such as inter-agency training and professional development workshops to facilitate sharing of ideas and work among partners;
- Provide support for workshops, one-on-one guidance, and troubleshooting;
- Share experiences on innovative approaches in knowledge sharing including preparation of case studies;
- Help monitor and evaluate the knowledge sharing program including external benchmarking and evaluation programs/opportunities;
- Help disseminate information about the network's knowledge sharing program to external audiences, including organizing knowledge sharing events (such as knowledge fairs, site visits, interviews), maintaining communications on knowledge sharing across the network, participation in orientation and training sessions, and preparation of brochures/presentations.

### **Skills**

**Communications:** Ability to get consensus and collaboration across many partners; ability to explain complex concepts in layman's language; ability to generate enthusiasm; ability to communicate with all levels of management and staff; establishing straightforward, productive relationships; treating all individuals with fairness and respect, demonstrating sensitivity for cultural and gender differences; showing great drive and commitment to the network's mission; inspires others; maintains high standards of personal integrity;

**Results-oriented attitude:** Makes things happen; Is proactive; balances "analysis" with "doing"; sets high standards for self; Commits to network goals

**Teamwork:** Collaborates with others across boundaries; acknowledges others' contributions; works effectively with individuals of different culture and gender; willing to seek help as needed. Influencing and resolving differences across organizational boundaries: Gaining support and commitment from others even without formal authority; resolving differences by determining needs and forging solutions that benefit all parties; promoting collaboration and facilitating teamwork across organizational boundaries.

**Learning and knowledge sharing:** open to new ideas; shares own knowledge; applies knowledge in daily work; builds partnerships for learning and knowledge sharing

**Analytical thinking and decisive judgment:** Analyzes issues and problems systematically, gathers broad and balanced input, draws sound conclusions and translates conclusions into timely decisions and actions.

**Preferred Experience:**

- Bilingual-English and Spanish
- A minimum of a Bachelor's degree in Social Work, business and/or social sciences, Human Services, Public Health, or related field
- A degree in familiarity with developing and delivering knowledge sharing programs and with Hartford's organization infrastructure
- Experience in establishing effective partnerships.

**Submission Instructions:**

This position requires candidates to be fully bilingual Spanish and English

Please submit a resume and cover letter to: [ybello@lcs-ct.org](mailto:ybello@lcs-ct.org)

or via mail to:

Yvette Bello, Executive Director

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