INSIGHT
Center for Community Economic Development

NNSP National Network of Sector Partners
Linking Industries, Communities and Workers

Sector Initiative Intermediary Roles

Intermediary Roles in Planning/Design

1. Convene employers from region's key industry sector (and unions if applicable)
2. Convene key service delivery partners
3. Work with employers & partners to set vision/mission
4. Make analysis of secondary research available
5. Manage primary research and analysis of it
6. Work with employers, unions, and partners to design operations and systems change
7. Manage development of start-up plan and raise funding for start-up and ongoing operations

Intermediary Roles in Start-up

1. Develop a governance group, and leadership
2. Establish a partner agreement
   - What will be accomplished, by whom, and by when
3. Build partners' agreement and collaboration on how to manage and coordinate the initiative
4. Begin operations
5. Use management information system to begin reporting on key metrics
6. Bring about start of services
   - Especially marketing, outreach, and recruitment
7. Manage the service delivery system
   - Setting up processes for service delivery partners to work together; systems to support effective "hand-offs"
8. Set up management information systems to track activities and outcomes
9. Trouble-shooting/continuous improvement
10. Build traction/momentum
    - Focusing on early wins; communicating them to key audiences; sharing credit

Intermediary Roles in Program Operations and Systems Change

1. Manage the initiative's financing and coordinate partners' resources
2. Manage/coordinate the initiative's services and assure they meet needs; deliver some services if appropriate
3. Monitor progress and ensure that services change in response to new needs and new conditions
4. Bring about use of systems to coordinate and report on services and outcomes
5. Stimulate systems change
6. Market the sector initiative; publicize progress

©Insight Center for Community Economic Development

2201 Broadway, Suite 815, Oakland, CA 94612-3024 Tel: 510.251.2600 Fax: 510.251.0600 www.insightcced.org