

Job Description

Enrichment Services Program, Inc.

Job Title: Director, Community Services Department

Department: Community Services

Classification: Exempt

Job Reports To: Chief Executive Officer (CEO)

Immediate Direct Reports: Program Manager, Site Coordinators and Administrative Assistant

JOB SUMMARY:

The Director plans and collaborates with the team and governing members to ensure that outcomes are achieved for all families. As the director of community services, this position provides vision, motivation and leadership to all employees, families and volunteers.

ESSENTIAL COMPETENCIES:

- Organizing and Planning
- Problem-Solving/Decision Making
- Organizational Knowledge
- Team Management
- High Standards
- Influence
- Self-Objectivity
- Strategic Thinking

ESSENTIAL JOB RESPONSIBILITIES

The Director's responsibilities chiefly fall under the following core functions, although s/he may perform other tasks as needed:

- A) Program Planning and Implementation
- B) Community Partnerships and Communication
- C) Program Governance and Leadership

- D) Fiscal Management and Grant Administration
- E) On-going Monitoring
- F) Human Resources and Supervision
- G) Committee Membership

A) PROGRAM PLANNING AND IMPLEMENTATION

1. Ensure a comprehensive community assessment every three years and update it annually
2. Oversee the development and implementation, with appropriate involvement of governance groups, of departmental goals, annual priorities with benchmarks, objectives, financial objectives, action plans, policies and procedures that support the long-term sustainability of the organization
3. Interpret statutes, regulations, notices and memorandums pertaining to the programs in the Community Services Department
4. Manage relationship with Department of Human Services to ensure positive working relationship

B) COMMUNITY PARTNERSHIPS AND COMMUNICATION

5. Represent the organization in local, state, regional and national communities. Act as a conduit for input and information, promote innovation at all levels, serve as an effective advocate for staff and families.
6. Ensure documented partnerships are available with key agencies that allow the department to better pursue its mission
7. Direct activities to promote a positive public image.

C) PROGRAM GOVERNANCE AND LEADERSHIP

8. Ensure the advisory committee meets regularly
9. Develop, with the Chief Financial Officer, the annual budget according to the vision and strategy; amend as needed
10. Provide monthly reports to the CEO
11. Provide monthly programmatic reports to the Board of Directors
12. Lead for the good of the entire organization, understand the big picture and use it as a framework to make decisions, ensure actions and decisions of the department are consistent with the vision and strategic plan
13. Make decisions in an ethical, timely and efficient manner in consideration of the mission
14. Manage change effectively by demonstrating support for innovation and for organizational changes needed to improve quality and effectiveness, by initiating, sponsoring and implementing organizational change and by helping others to successfully manage organizational change
15. Attend local, state and regional meetings, training, conferences and events to represent the department and to develop professionally
16. Promote consistent exchange of information and a cooperative environment within the department

D) SUPERVISION AND HUMAN RESOURCES

17. Ensure regular meetings with team members, develop shared vision and effectively set priorities for the department

18. Oversee development of on-going training and development plan for the department
19. Be knowledgeable of the HR policies and procedures and ensure that team members are aware of these and any changes to them that occur
20. Coach, develop, train and work effectively with direct reports
21. Devise work methods and procedures that support improvements in existing work practices; supporting direct reports in developing and setting goals, priorities and timelines.
22. Meet at least once per month with direct reports to monitor and provide on-going verbal and written feedback, consistent with their individual development plans for performance improvement..
23. Make recommendations on personnel actions
24. Plan and adjust work operations to meet changing or emerging program requirements within available resources and with minimum impact to quantity or quality of work.
25. Submit performance appraisals in a timely manner

E) ONGOING MONITORING AND SELF-ASSESSMENT

26. Ensure completion of ongoing monitoring

F) FISCAL MANAGEMENT AND GRANT ADMINISTRATION

27. Oversee fiscal operations and annual budgeting process
28. Review monthly financial statements and ensure budgets are in compliance with financial policies
29. Coordinate with Chief Financial Officer and review all reporting to funding agencies and others, ensuring timely and accurate submission of reports
30. Coordinate preparation with appropriate staff of grant application(s) assuring adequacy and timeliness
31. Identify additional funding appropriate to the goals of the department

G) COMMITTEE MEMBERSHIP

32. Represent the department on the Program Ad Hoc Committee

MINIMUM REQUIREMENTS:

- A Bachelor's degree in social science and/or public administration, or closely related field required. Master's degree preferred.
- Five plus years experience in social services program administration required to include: community development/organizing, program planning, public information/relations, budgeting, staff management and procurement policies and procedures.
- Strong communication skills
- Must have a valid driver's license and proof of state required insurance.

ESSENTIAL PHYSICAL FUNCTIONS:

Incumbent is regularly required to walk, sit, use hands and fingers to handle or feel objects, tools or controls; reach with hands and arms; and talk and hear. Occasionally required to stand, climb, balance, and stoop, kneel, crouch or crawl.

Regularly lift and/or move up to ten (10) pounds and frequently lift and/or move up to twenty five (25) pounds. Specific vision abilities required including close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.

The physical demands described here are representative of those that must be met to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

EQUIPMENT USES:

Office equipment such as P.C., projectors, telephone system, fax machines and copy machines.

Acknowledged by _____ Date _____

Note: Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.