



# WALDO COMMUNITY ACTION PARTNERS JOB DESCRIPTION

## POSITION SUMMARY

The **Community Services Director** is responsible for the support, development, implementation and operations of department services and advancing the community reach of those services. You work in partnership with the Chief Executive Officer (CEO), and other members of the senior management team to lead the corporation to assure compliance with the mission, goals, and strategic objectives. The Director is responsible for the Whole Family Services Contract and implementation of an agency Whole Family Approach to services. This position is instrumental in the creation, implementation, and maintenance of a centralized access process across the agency to improve the customer experience. Responsible for the overall management and leadership of the Community Services programs to ensure that program requirements, regulations and outcomes are met and assures consistent policies and procedures are in place for program operations. This is a supervisory position with the primary duty of overseeing all operations and staff related activities in support of client and community needs. The position supports agency functions by providing consultation, training, and support in the area of expertise.

## ESSENTIAL DUTIES AND RESPONSIBILITIES

### Overall Responsibilities

1. Responsible for the overall management and leadership of the Community Services programs.
2. Establishes performance objectives for the programs and assures compliance through the development of necessary reporting systems and regular on-going monitoring.
3. Directs programs to ensure contracts are administered in compliance with requirements, regulations and procedures.
4. Responsible for managing programs within established budgets and fiscal guidelines.
5. Participates in program development and implementation, develops partnerships, creates, reviews and interprets policy, regulations and rules.
6. Collects and manages data and submit performance reports for contracts under direct responsibility, as well as reviews and approves all program data and performance reports for contracts under oversight.
7. Provides staff support for community services initiatives and other initiatives undertaken by the Agency.
8. Participates in new grant opportunities and enhancement of existing programs/services.
9. Supports compliance with the requirements of the Community Services Block Grant (CSBG) in conjunction with CSBG support staff ensuring proper reporting of services and activities.
10. Responsible for coordinated development of programs budgets, projections and documentation in cooperation with Agency administration and Fiscal procedures.
11. Provides clinical training, consultation services and support for agency programs and services in the area of Trauma informed care, Mental Health, Substance Abuse and Developmental Disabilities with a focus on children and family impacts.
12. Ensures proper orientation of Department staff and maintenance of Standard Operating Procedures for Services.

### Position Title:

Community Services Director

### Department:

Community Services

### Reports To:

President and Chief Executive Officer

### Supervises:

Case Managers/Whole family Coaches, Energy Services Supervisor, CACFP and Community Food Coordinator; other Community Services staff as assigned.

### FLSA Status:

Exempt

### Salary Range:

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### Last Revised/Approved:

February 2023

### **Internal coordination and collaboration**

1. Responsible for interagency community-based projects that offer coordinated services for the benefit of residents with low-incomes.
2. Collaborate with other departments on agency-wide initiatives and social supports.
3. Initiates and develops funding for new programs in conjunction with the CEO and leadership team which meet the demonstrated needs of the community and clients.
4. Creates, implements, and maintains a centralized intake process across the agency to improve the customer experience.
5. Coordinated the implements the Whole Family Approach Model for the Agency.

### **Administration**

1. Attends Board meetings as requested by the CEO and any assigned Board Committee meetings.
2. Attends and participates in Leadership Team meetings.
3. Supports regular team departmental meetings.
4. Coordinates and participates on interdepartmental meetings as assigned by the CEO.

### **Community Engagement and Outreach**

1. Supports departmental programs by conducting community outreach efforts at community events and with local partners throughout the year.
2. Acts as a key liaison with other community organizations, municipalities and committees to promote the agency and services.
3. Assists the CEO in establishment and maintenance of positive relations with community and civic leaders, and key personnel at grantor agencies.

### **Community Services**

1. Participates in the Agency Community Needs Assessment processes and implements services in collaboration with the CEO to respond to community and client needs.
2. Oversees and supports community service programs including addressing food insecurity including but not limited to: Summer Food Services Program, CACFP, Heroes 4 Hunger, Head Start for Hunger.
3. Oversees and supports Case Management activities including: Resource Advocacy, Whole family coaching and housing stability and outreach supports.
4. Oversees and supports the Energy Services Program.
5. Oversees and supports other Community Services staff as needed in response to community/agency need.
6. Manages Resources for the Agency Emergency Response program.

### **Contract Management and Administration**

1. Prepares and submits program reports as required by all funding sources.
2. Prepares and negotiates program budgets, work plans, contracts, proposals and narratives.
3. Maintains Community Services Block Grant (CSBG) reporting requirements including use of EmpowOr for tracking services.
4. Assists with ensuring the Agency and programs meet CSBG standards and requirements.
5. Submits Whole Family Services reports and other required materials to DHHS monthly, quarterly, and annually.
6. Participates in Whole Family Community of Practice activities.

### **Personnel Management**

1. Manages personnel actions, hiring, supervising, and evaluation of department staff.
2. Manages personnel in accordance with applicable laws, rules, regulations and WCAP policies, protocols, practices and procedures.
3. Oversees appropriate training and/or professional staff development for direct reports.
4. Designs and implements agency staff training and technical assistance as needed.

### **Fiscal Management**

1. Operates all assigned activities within the Board approved budgetary constraints.
2. Follows Agency financial policies, practices and procedures.

### **Professional Development**

1. Keeps up to date on State and Federal regulations governing all aspects relevant to this position.
2. Participates in any required trainings, meetings and professional development activities.

### **Safety and Wellness**

1. Actively promotes safety and accident prevention within the workplace.
2. Reports any unsafe conditions, incidents and/or accidents immediately.

### **Non-Essential Duties and Responsibilities:**

1. Performs additional duties as assigned.

## **GENERAL EXPECTATIONS**

- Be committed to the Agency's Mission, Vision and Values.
- Maintain adequate knowledge of all WCAP programs in order to make referrals to other programs beneficial to the client, his/her family or friends.
- Maintain professional boundaries with all current, past, and prospective clients.
- Maintain confidentiality of clients, staff, and internal business information.
- Present professional and positive image as a representative of WCAP.
- Follow established policies and procedures and comply with all safety requirements.
- Communicate proactively with the supervisor regarding workflow, problems, suggestions, etc.
- Seek out and attend relevant professional development conferences, seminars, workshops, and other activities related to all aspects of this position. Participate in all Pre-Service and In-Service training and professional development activities as required by the position. Participate in other local and state level meetings related to all aspects of this position.
- Attend team and staff meetings as scheduled.
- Contribute to a positive, team-oriented work environment.
- Be punctual for scheduled work and use time appropriately.
- Perform required amount of work in a timely fashion with a minimum of errors. Meet deadlines.

## **PHYSICAL REQUIREMENTS**

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

While performing the duties of this job, the employee is required to stand and sit for prolonged periods of time; walk; use hands to finger, handle, or feel, including operation of a standard computer keyboard; reach with hands and arms and talk, see and hear; bend and reach; lift and carry up to 10 pounds regularly, and up to 35 pounds occasionally. Specific vision abilities required by the job include close vision, distance vision, and the ability to adjust focus.

## **WORK ENVIRONMENT**

*The work environment characteristics described here are representative of those the incumbent encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Work is performed primarily in a business office setting and community settings including classroom settings and or client homes. Occasionally may encounter unsanitary conditions in community settings. Noise level ranges from quiet to moderate. Assigned work may require travel within the local or

neighboring communities. This position is a Full Time Salaried position that typically works normal daytime schedule. However, evening and weekend time may be required to meet program and/or organizational needs. Statewide travel may be needed for meetings and or trainings.

## **QUALIFICATIONS NEEDED FOR POSITION**

### **General Requirements:**

- Must have adequate transportation, a valid driver's license and meet WCAP's insurance.
- Ability to meet WCAP background clearance requirements.

### **Experience and Skill Requirements:**

The following experience and skills are considered essential:

- At least 5 years of experience in the behavioral health or social services field with increasing responsibility; 7 years preferred.
- Three years of successful supervisory experience and responsibility.
- Experience in management, administration of human service programs, community organizing, program and budget development, and financial management.
- Knowledge of and ability to interpret and implement State and Federal regulations.
- Must have excellent oral and written communication skills including the ability to communicate effectively with clients and community partners.
- Broad knowledge behavioral health and or social services required.
- Broad knowledge of Medicaid services and billing preferred.
- Must have the ability to work and communicate effectively with all levels of staff, funding sources and the public at large.
- Proficient with Microsoft Office products, including Excel, Word and Outlook.
- Experience in nonprofit management
- Excellent organizational/time management skills.
- Abilities to conceptualize, propose, and implement new programming.
- Performance and results-oriented with ability to understand the broad picture and an analytical approach to problem solving.
- Ability to set priorities and manage multiple and diverse projects simultaneously.
- Demonstrated leadership, team building and human relations skills.
- Demonstrated ability to work with computers and related software including word processing, spreadsheet applications required. Experience with database applications preferred.
- Grant writing experience preferred.

### **Education Requirements:**

The following education requirements are considered essential:

- Master's degree in Social Work or related field required with independent clinical licensure LCSW, LCPC, LMSWcc.

*\*\* All requirements and skills are considered to be essential, unless otherwise indicated*

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*External and internal applicants, as well as position incumbents who become disabled as defined under the Americans With Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.*

*The job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.*

I have read and understand the above description, and I am confident that I will be able to meet the requirements of this job.

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Employee Signature

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Date

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Supervisor Signature

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Date