



Community Services Director
Job Description /
Physical Requirements and Potential Hazards

Supervisor(s): Executive Director FSLA Status: Exempt Supervises: Multiple Program Staff Across All Community Services Programs	EEOC code: L & I code: 8 \$25.36 an hour	Effective Date: 8.31.21 Revision Date: N/A	Requirements: Bachelor's degree in human services, social work or related field, or relevant lived experience. Proof of COVID vaccination required.
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Accountability: This position will report to the Executive Director. This position will administer the Community Services Block Grant, Community Development Block Grant and Peninsula Daily News Home Fund (“Community Services Programs” hereinafter CSP) through Case Management by providing individual assessment, service plan development, arranging for necessary services, follow-up and ongoing monitoring of customers status and the services delivered. Plans and organizes and directs the program activities. Assure compliance with program regulations and guidelines set by the funding agencies.

Essential Functions:

Strategy

- Partner with the Executive Director on all operational and strategic issues as they arise; provide strategic recommendations to the Executive Director based on community needs assessment, CSBG/BCAEO organizational standards, compliance and regulations (including program revenue/expense analysis and cost allocations).
- Participate in the ongoing strategic planning process as a member of the senior management team.
- Oversee long-term budgetary planning and cost management in alignment with strategic plan for all programs.
- Assist in oversight of strategic facilities and operations plans.
- Oversee strategic implantation and adoption of program technology plans and advancements (internal/external).

- Engage the Executive Director around issues, trends, and changes in the operating model and operational delivery of agency programs. Develop and utilize forward-looking, innovative, predictive models and activity-based analyses to provide insight into organization/program operations and business plans.
- Create and implement innovative and collaborative (pilot) programs with emphasis on generational poverty and program/service expansion.
- Develop and direct innovative fee for service programs (with emphasis on unrestricted fund development).
- Represent the agency to external organizations, including but not limited to, government agencies, community organizations, area businesses, providers and vendors, in a manner that maintains integrity and enhances the reputation of the agency.

Planning and Policy

- Coordinate the development and monitoring of program budgets.
- Develop program business plans and forecasts.
- Participate in organization and program policy development as a member of the senior management team.
- Engage board committee(s) to develop short-, medium-, and long-term program plans and projections.
- Represent the organization to funding partners and key community stakeholders as necessary for reporting, fund development and community collaboration efforts.
- Remain up to date on nonprofit best practices and state and federal law(s) regarding program operations. Administration
- Oversee Community Service Program Department to ensure proper maintenance of all data base management systems and functions.
- Supervise Community Service Program (CSP) staff and volunteers.
- Ensure maintenance of appropriate internal controls and compliance procedures.
- Ensure timeliness, accuracy, and usefulness of program reporting for federal, state, and local

funders, foundations and OlyCAP's Board of Directors; oversees the preparation and communication of monthly and annual report(s).

- Prepare all monthly, quarterly and year-end CSP reports for submission to appropriate agencies.
- Keep current on all governmental and contractual regulations, procedures, and systems as they relate to program management.
- Coordinate and oversee all CSP audits and monitoring (federal, state and local).
- Ensure legal and regulatory compliance regarding all program functions. • Review all program procedures, processes, and administration to recommend improvements to program operations and systems.
- Maintain confidentiality in all program and client matters.

Other Functions:

- Attain or maintain certifications as required by programmatic stakeholders.
- Collect and analyze data to prepare Community Needs Assessment.
- Create grant and funding proposals.
- Assist in public relations and special events as requested.
- Liaise with internal staff at all levels.
- Liaise with external stakeholders; community partners, and funders as requested.
- Coordinate and complete project-based work.
- Other duties as assigned by the Executive Director.

Level of Performance:

- Ensure that CSP customers are participating and turning in required documents for outcomes/benchmarks.
- Be able to travel to require assigned Intake offices within the two county area that CSP serves.
- PHYSICAL: Sit, stand, stoop, talk, and walk, reading and writing.

SKILLS/KNOWLEDGE: Able to use a PC and general office software such as MS Office, Excel, and Internet applications at an advanced level. Strong customer services skills for events, planning experience with the ability to take the lead in planning and organizing activities and leading team members. You must also have a high level of integrity, excellent oral and writing skills, project management skills, analytical skills, sound judgment and advanced interpersonal (e.g. mediating, counseling, mentoring) skills, demonstrated ability to articulate goals and implement processes and strategies to achieve those goals and meet deadlines. You will also need broad knowledge, experience and understanding of service area communities, its business and community and health networks, educational institutions, governmental agencies and civic and community leaders.

QUALIFICATIONS: Bachelor's degree in a related field of study, a minimum three (3) years' experience in community development, Case Management, or the non-profit environment. Ideally five (5) years' experience in Customer Services and the Public Sector.

This job description is intended to describe the nature and level of work being performed by people assigned to this position. It is not to be construed as an exhaustive list of all responsibilities and duties required of the job incumbents.

Washington driver's license with reliable transportation

Provide proof of current automotive insurance

Must be able to pass a criminal background check.

SKILLS

- Reading Comprehension - Understanding written sentences and paragraphs in work related documents.
- Active Listening - Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Writing - Communicating effectively in writing as appropriate for the needs of the audience.
- Speaking - Talking to others to convey information effectively.
- Critical Thinking - Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Monitoring - Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.

- Social Perceptiveness - Being aware of others' reactions and understanding why they react as they do.
- Coordination - Adjusting actions in relation to others' actions.
- Persuasion - Persuading others to change their minds or behavior.
- Service Orientation - Actively looking for ways to help people.
- Complex Problem Solving - Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
- Judgment and Decision Making - Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- Time Management - Managing one's own time and the time of others.

KNOWLEDGE

- Clerical - Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, designing forms, and other office procedures and terminology.
- Customer and Personal Service - Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Psychology - Knowledge of human behavior and performance; individual differences in ability, personality, and interests; learning and motivation; psychological research methods; and the assessment and treatment of behavioral and affective disorders.
- Sociology and Anthropology - Knowledge of group behavior and dynamics, societal trends and influences, human migrations, ethnicity, cultures and their history and origins.
- Therapy and Counseling - Knowledge of principles, methods, and procedures for diagnosis, treatment, and rehabilitation of physical and mental dysfunctions, and for career counseling and guidance.
- Education and Training - Knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.
- English Language - Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- Ability to communicate with persons and groups of diverse social and economic backgrounds.

- Knowledge of, and ability to apply, supervisory skills necessary to support a high achieving workforce.

Community Services Director

PHYSICAL REQUIREMENTS AND POTENTIAL HAZARDS

The following identifies the physical demands and potential hazards typically encountered by this position that can reasonably be anticipated in the normal and customary performance of the essential functions of your work.

NA: Not applicable, not required of this position.

NE: Requirement is present, but is not essential to the position.

O: Occasional, up to 33 percent of the time and essential to the position. (For example, a lifeguard swims only occasionally, but it is essential that a lifeguard be able to swim.)

F: Frequent, 34-66 percent of the time.

C: Continuous, over 66 percent of the time.

	NA	NE	O	F	C
Sitting				X	
Walking				X	
Standing				X	
Running	X				
Bending or twisting		X			
Squatting or kneeling		X			
Reaching above shoulder level		X			
Climbing (e.g. ladders)	X				
Driving cars, light duty trucks					X
Driving heavy duty vehicles	X				
Using foot controls					X
Repetitive motion of hands/fingers					X
Grasping with hand, gripping				X	
Lifting/carrying 10-25 pounds			x		

	NA	NE	O	F	C
Lifting/carrying 26-50 pounds		X			
Lifting/carrying more than 50 pounds	X				
Pushing/Pulling		X			
Work in/exposure to inclement weather	X				
Work in/exposure to cold water	X				
Exposure to dust, chemicals or fumes	X				
Work/live in remote field sites	X				
Use of hazardous equipment (e.g. guns, chainsaws, explosives)	X				
Work at heights (e.g. towers, poles)	X				
Exposure to infection, germs or contagious diseases	X				
Exposure to blood, body fluid, or potentially contaminated materials	X				
Exposure to needles or sharp implements	X				
Use of hot equipment (e.g., ovens)	X				
Exposure to electrical current	X				
Seeing objects at a distance		X			
Seeing objects peripherally		X			
Seeing close work (e.g., typed print)				X	
Distinguishing colors		X			
Hearing conversations or sounds				X	
Hearing via radio or telephone				X	
Communicating through speech				X	
Distinguishing odors by smell		X			
Distinguishing tastes		X			
Exposure to wild/dangerous animals	X				

	NA	NE	O	F	C
Exposure to insect bites or stings	X				
Work/travel in boat/small aircraft	X				
Exposure to aggressive/angry people			X		
Other:					
Other:					

Other physical or mental requirements of this position that have not been addressed above?

I have read, understand and am able to perform the essential job functions; and physical requirements and potential hazards of this position with or without reasonable accommodation.

Employee Signature

Date