



JOB DESCRIPTION

JOB TITLE	Director of Community Support Services		
EMPLOYEE TYPE	Regular, full-time (100%)		
FLSA	Exempt		
JOB CLASSIFICATION	Senior Director		
W/C CODE			
SALARY LEVEL	\$75,000-\$80,000		
LOCATION	RDNC Administrative Office		
JOB SUMMARY: The Director of Community Support Services provides leadership, management and vision for RDNC wraparound programs that support participants including youth, adults, families and seniors. The Director of Community Support Services will implement programming with a team of managers at all RDNC program locations (currently 9). These programs include but are not limited to Case Management, Workforce Development for youth and young adults, Neighborhood Services and Staycations. Community support services will develop and transform to reflect the needs of a diverse and ever-changing urban community.			
ORGANIZATIONAL RELATIONSHIPS			
Reports To:	Executive Director	Supervises:	YWD Manager, NS Manager, CM Manager, Staycations Coordinator



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RESPONSIBILITIES

Program Implementation and Evaluation

1. Develops and holds the programmatic vision and budget that is in accordance with RDNC Mission and changing participant needs.
2. Develops partnerships and collaborations across RDNC programs and like organizations/programs citywide in order to better connect RDNC families and neighbors with resources/referrals within the community.
3. Develops annual goals and work plans for programs, and provides ongoing evaluation of progress relative to those goals.
4. Visits and observes programming spaces regularly to better support high quality program delivery.
5. Utilizes assessment, evaluation and program improvement frameworks to ensure program success.

Program Reporting/Fundraising/Grant Management

1. Works with Development Director to identify, write and submit relevant grants
2. Serves as RDNC's key contact for MOH, DAAS and DCYF for Wraparound Services.
3. Prepares and submits reports to funders in a timely manner.
4. Prepares or ensures the preparation and completion of all invoices to funders and partners.

Fiscal and Budget Management

1. Works with the Executive Director and Leadership Team to create the vision for the program budgets and the greater organization wide budget.
2. Maintains the budget for programs and regularly monitors financial performance relative to the budget.
3. Ensures that financial reporting including submitting check requests and charge vouchers are completed in a timely manner.
4. Understands and adheres to grant funding guidelines.
5. Assists Fiscal Director in invoicing in a timely fashion.
6. Reviews financial reports on a monthly basis; meets with Program Managers and Fiscal Director on a quarterly basis to discuss financial reports and any fiscal issues.
7. Secures information on deadlines for grant spending and communicates to RDNC Executive Director and Fund Development Manager.

Staff Supervision

1. Provides employment life cycle (hires, trains, supervises, evaluates, and disciplines) to Neighborhood Services Program Manager, Case Management Program Manager, Youth Workforce Development Program Manager and Staycations Coordinator.
2. Approves and submits employee timecards and Paylocity.
3. Coaches Program Managers in effective supervision of direct service staff.
4. Reviews goals & objectives with management team twice a year.
5. Plans and facilitates regular management team meetings.
6. Meets with supervisees on a weekly or twice a month basis to check-in on progress, assist with problem-solving and planning, provide input on performance & coaching.
7. Provides oral and written performance appraisal on a regular basis (at least annually).



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8. Ensures that all employee paperwork is completed in a timely manner.

AGENCY WIDE RESPONSIBILITIES

1. Keeps the mission of RDNC and the agency as a whole at the forefront of all programmatic decisions.
2. Participates in regular Leadership meetings.
3. Is involved in and represents RDNC at citywide meetings related to programs including Excel, DCYF, DAAS, etc.
4. Participates in all RDNC Fundraising events and most RDNC Events.
5. Represents the mission and vision of RDNC (not just their programs) at city-wide cohorts, meetings and committees.

ADMINISTRATIVE TASKS

1. Attends and participates in regular staff and supervision meetings as needed.
2. Produces all HR (personnel) documents and reviews and approves bi-monthly timesheets, accurately, legibly and timely.
3. Assumes additional responsibilities as assigned by the supervisor.

QUALIFICATIONS AND EDUCATION REQUIREMENTS

Experience: Proven track record of at least 5 years demonstrating increasing experience leading community and youth programs. Prior successes should include both strategically enhancing existing relationships and developing and executing plans which emphasize partnerships, community relationships, and/or beneficial alliances. Experience should be in nonprofit management and administration with knowledge of community need, neighborhood resources and city departments. Experience working with Case Managers. Preferred Experience working with communities in San Francisco. Should have a proven track record of budget development and oversight experience, financial management experience, and proven grant writing skills.

Education: Bachelor's degree required; advanced degree preferred.

Leadership: Natural and proven leader who inspires our management team, staff, and community partners with their enthusiasm for shaping the lives of youth. Has the energy, vision, and willingness to use every possible opportunity to further agency's mission.

Communication: Poised communicator, teacher and motivator, able to write and speak persuasively, to build, empower and coach an effective team.

Team work: Excellent collaborator with groups of people in order to achieve a goal. Able to cooperate, using individual skills and providing constructive feedback, despite any personal conflict between individuals.



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Problem-solving: Proven solution-finder contributing to productive outcomes; ability to eliminate or reduce opportunities for error through planning and prevention; and ability to produce quick, effective solutions when necessary.

Planning and organizing: Strategic planner and organizer for long-term and short-term plans.

Technology: Skilled in technology necessary to effectively execute tasks.

Timeliness: Punctual administrator of financial and employee paperwork and project deadlines.

PHYSICAL JOB DESCRIPTION

Typical Working Conditions: Office-type environment

Equipment Used: Computer, telephone, printer, fax

Essential Physical Tasks: This job requires frequent lifting, pushing and pulling under 10 lbs and occasionally up to 20 lbs. Because of the use of the computer, this job frequently uses the keyboard which requires repetitive motion and dexterity. In the course of the job, frequent walking sometimes over uneven and slippery surfaces, and sitting for periods of time. There is also occasional reaching.

Last Updated: 11/16/17 LT