



Position Description

Director of Community Services

Range: 95
Class: Exempt
Division: Community Services
Supervisor: Chief Executive Officer
Revised: July 2024

The Community Action Council strengthens individuals and families to lessen the impacts of poverty.

We believe... everyone should have a safe, affordable place to live and call home. We believe all families deserve to be warm, healthy, and housed. We believe securing a family's health and well-being is a long-term investment in individuals and our community. We believe everyone should have access to enough healthy, nutritious food to thrive in school, work, and at home. We believe in actively working with our community to provide resource referrals, training opportunities, and partnerships.

Summary Job Description:

The Division Director of Community Services, in partnership with the Chief Executive Officer, supports the community service programs that we are responsible for administering including: Energy Assistance, Housing, and Weatherization programs. This position is responsible for providing leadership of staff in Lewis, Mason, and Thurston Counties and for achieving quality operational results through programmatic services and effective dissemination of funding to eligible members of the community. The Director of Community Services oversees the operations of all Energy, Housing, and Weatherization programs, participates in hiring staff, sets up training and professional development of staff, oversees grant implementation, program tracking and reporting. This position is part of the senior leadership team that includes the Division Director of Victim Services, CEO, COO, and CFO. As a senior leader in this agency, this position is expected to lead with an unwavering sense of belonging for everyone. This includes leading conversations about belonging, diversity, equity, and inclusion within the team and in client services, ensuring programs are providing services to meet the needs of those most impacted by systemic conditions which contribute to poverty.

Position Location: Thurston County Office 3020 Willamette Drive NE, Lacey, WA 98516.

Salary: The hiring salary range for this position falls between a minimum of \$95,492 and a midpoint of \$122,238, which is determined based on candidate experience, internal equity considerations, and the current agency funding landscape. At The Council, we reserve the salary range above the midpoint for individuals who demonstrate meeting and exceeding expectations and show potential for growth and development. The maximum salary for this position is \$156,475.

Benefits:

- We offer comprehensive benefits including medical, dental, vision, and life insurance.
- 401K, vested at time of employment eligible for 5% employer match at 1-year anniversary.
- 11 paid holidays and 1 personal holiday.
- PTO beginning at 3 weeks per year and increasing with years of service.

- Sick Leave.
- EAP.
- Long-term Disability/Life.
- Sabbatical after 10 years of employment.

Responsibilities:

Inclusive leadership of the Program Managers for the Energy, Housing, and Weatherization programs to provide support, coaching, and mentorship. Currently four staff members leading those programs.

Oversee the budget development process with Assistant Director to develop realistic budgets that support the financial sustainability of programs and services. Ongoing monitoring of those programs' budgets.

Supports fund development for programs under the division, to include solicitation of new funding streams, applying for grants, tracking, and responding to grant accountability reports.

Implementation of policies and procedures related to grant requirements.

Representative of CAC on Energy/Utility Assistance, Housing, and Weatherization related community groups (i.e., Housing Action Team, PSE Workgroups, etc.)

Provides technical assistance to staff and providers.

Represents Energy, Housing, and Weatherization departments in public and community meetings, reports out updates and announcements, as well as participates on behalf of the work done at CAC.

Partners with HR and accounting department to ensure collaboration and working relationships for program dissemination.

Knowledge and Abilities:

- Demonstrated ability to foster a culture of mentorship, positivity, and being a role model as a leader within the organization.
- Ability to successfully develop and support the provision of culturally responsive services.
- Ability to work with efficiency and flexibility, with a commitment to developing equitable and supportive team practices that promote team members health, wellbeing and sustainability.
- Aptitude in decision-making and problem solving.
- A strategic thinker who understands how operations and finances support the broader mission of the organization.
- Operate with proficiency a variety of office equipment to include an office computer, a variety of word processing, spreadsheets, analytical and data management, project management software and applications as well as some graphic and presentation programs.
- Interpret federal, state, and county regulations and guidelines.
- Work towards obtaining future operations and project sustainability.
- Engaging in training, conversations, and operationalize equity, diversity and inclusion within the programs and teams.

- Demonstrated ability to communicate and effectively interact with people across cultures, ranges of ability, genders, ethnicities, and races.

Required Qualifications:

Education:

- A) Bachelor's Degree involving major study that may include social work, sociology, psychology, nonprofit management, project management or operations.

Experience:

Five (5) years of professional operations and/or nonprofit management.

Five (5) years of leadership experience motivating and collaborating with teams.

Experience can be gained concurrently.

Flexible, collaborative, and proactive; a team leader who can positively and productively impact both strategic and tactical initiatives.

Exceptional capacity for managing and leading people, remaining focused during challenges, delivering timely results.

Excellent written, oral, and presentation skills, with the ability to present information to Boards, funders, partners, elected officials, and staff.

Ability to engage and discuss the root causes of poverty, to include operationalizing racial equity and social justice practices with the programs and teams.

Desired Qualifications:

Knowledge and professional experience working with Energy Assistance, Housing, and/or Weatherization programs in community,

Master's degree in one of the following fields: Public Administration, Nonprofit Management, Social Work, Business Administration, or other related fields.

Additional Requirements:

Applicants must produce proof of authorization to work in the United States at time of job offer.

Documentation establishing authorization to work may include: Social Security Card, Certificate of Birth in the United States or other approved documentation. A picture ID will also be required. In addition, and at the Councils expense, if an applicant is offered a position, there will be a comprehensive background check.

The above is an exempt position as defined under the professional portion of the Fair Labor Standards Act related to minimum rate and overtime requirements, therefore any overtime worked will need to be cleared in advance by your supervisor.

The statements contained in this position outline reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other related duties as assigned, including work in other areas to cover absences or relief, to equalize peak work periods or otherwise to balance the workload.

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Community Action Council of Lewis, Mason and Thurston County is an equal employment opportunity employer and does not discriminate on the basis of race, color, sex, age, religion, national origin, ancestry, marital or veteran status, association, family relationship, mental or physical disability, source of income, sexual orientation, or any other legally protected status unless it is a bona fide occupational requirement reasonably necessary for our operations.