

Director of Community Support Job Opening

Founded in 1978, the YWCA of Queens is a leading nonprofit recognized for providing innovative and measurable improvements for individuals and families in Queens. Under the broader mission of eliminating racism and empowering women, our focus is to empower the community through educational opportunities, skills and resource attainment in our main program areas: Pre-GED and GED, Adult Literacy, Women to Work, After-school, Social Services and arts and culture programs. With 2 sites in Flushing and Jamaica, the majority of our students and members are immigrants who need culturally accommodating and language appropriate services.

EXPECTATIONS:

Reporting to the Executive Director, the Director of Community Support will be stationed in Flushing Queens, floating between two office locations in Flushing, NY. The Director of Community Support will supervise the Community Support Department staff with assisting families in accessing vital services in the community, including SNAP (food stamps), food pantries, housing applications, etc. And with conducting outreach and educational workshops regarding health and social determinants of health. The Director of Community Support will work collaboratively with other agency staff and agency partners to identify the needs of the community and to develop strategies to effectively meet these needs. As a vital role of the YWCA, the Director of Community Support will ensure that he/she develops strong partnerships with local schools and other community-based organizations, to ensure the YWCAQ effectively deploys its wrap around services to Flushing and surrounding communities.

Role Responsibilities:

- Manage a minimum of five contracts and seven staff to ensure all program deliverables are accomplished
- Hire, train and provide ongoing support to department staff including working alongside staff to model skills needed to achieve program goals
- Meet with staff 1:1 weekly and meet with full department weekly to provide and obtain program updates.
- Show initiative in seeking funding opportunities and be adaptive to managing new and different contracts
- Attend and seek ongoing professional development trainings
- Organize and Run community events to support department programs and recruit clients
- Attend Partner and/or Funder Meetings representing YWCAQ in a highly professional way.
- Support YWCA of Queens and its other programs as requested.
- Implement continuous improvement mechanisms to ensure program innovation and high-quality services.
- Meet weekly with the Executive Director to discuss program outcomes, challenges, upcoming events and/or initiatives to ensure compliance of grant agreement and advance program expansion.
- Attend Bi-Weekly Director's team meeting

- Attend monthly YWCAQ staff meetings, and ensure all available department staff attend as well
- Occasional weekend/evening work may be required.

Qualifications:

- Bachelor's Degree required; Master's Degree in Social Work preferred
- At least 5 years of experience in running social services, or other non-profit type programs with three of those years in a team management role
- At least 3 years of experience in managing government funded contracts, including developing work scopes, managing outcomes, ensuring program compliance and working with budgets
- Strong project management skills managing complex, multifaceted projects resulting in measurable successes and program growth
- Strength in hiring, recruiting, managing, developing, coaching, and retaining individuals and teams
- Ability and willingness to work collaboratively with other program staff, and other agencies
- Cultural competency and sensitivity
- Superior time management, interpersonal, and organizational skills
- Proficient in Microsoft Office programs, (Word/Excel/Outlook/etc.) and Google Docs/Sheets
- Strong strategic, analytical, communication, and interpersonal skills
- Willingness roll up sleeves and get to the bottom of things; to approach challenges with a good attitude and with a sense of humor
- Keen attention to Detail
- Bilingual in Korean, Mandarin Chinese or Spanish a big plus
- Experience and desire to work with Immigrant populations preferred
- Personal qualities of integrity, credibility, and a commitment to and passion for the YWCA of Queens' mission.

Women, people of color, and other underrepresented minorities are strongly encouraged to apply. The YWCA of Queens is an equal employment opportunity employer and does not discriminate based on age, citizenship, physical or mental disability, ethnicity, sexual orientation, marital status, race, religion, veteran status or other unlawful factors with respect to employment. The YWCA of Queens is committed to the maintenance of a drug-free workplace and ensuring compliance with the Drug-Free Workplace Act of 1988.

Please send resume and cover letter to Liceth at ltgarcia@ywcaqueens.org