

Champaign County Regional Planning Commission

POSITION DESCRIPTION

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| Position Title: | Community Services Assistant Director |
| Reports To: | Community Services Division Director |
| Supervises: | Assigned Community Services Program Managers, Coordinators, Team members, interns |
| FLSA Status: | Exempt |
| Pay Grade: | 9 |

General Duties:

The Assistant Director of Community Services is responsible for supporting the Community Services Division Director to assure the Community Services Performance Standards are met daily. This position will oversee assigned Community Service teams to ensure program compliance with laws, policies, and standards for clients, staff, funders, training and technical assistance, and all other specialties related to comprehensive services. This position works collaboratively with the Community Services Division Director to build a culture of excellence and accountability. The position operates under general supervision with wide latitude for the use of independent judgment, discretion, and initiative.

This position will ensure delivery of assigned duties and program services in accordance with the Agency Vision, Mission, and Values and applicable program contracts, manuals, and guidelines.

Specific Duties and Responsibilities:

- Supports the Community Services Division Director in all duties effectively and carries out assigned responsibilities.
- Works collaboratively with the Community Services Director to optimize all aspects of the Community Services division, including increasing community impact, developing staff, improving performance outcomes and efficiencies, enhancing work culture, etc.
- Provides direct oversight in assigned Community Services programming, such as the Case Management and Independent Service Coordination Teams, such as the Case Management Team, Independent Service Coordination Team, Tenant Based Rent Assistance Program and other programs as assigned.
- Responsible for the day-to-day program operations of the entire Community Service Division in the absence of the Director.
- Develops, plans, and oversees implementation of policies and procedures to meet the needs of low-income families with sensitivity to cultural differences and group dynamics.

- Maintains knowledge of relevant federal, state, and local laws and regulations, and communicates updates to administration and staff for planning, training, and monitoring purposes, and proposes adaptation to agency procedures, as appropriate.
- Researches, prepares, and develops grant applications with collaboration of the Community Service Director.
- Ensure that awarded grants and their requirements are executed through regular monitoring and audits.
- Work collaboratively with the RPC Fiscal Department staff to develop competitive grant applications, grant management, and execution of the grants.
- Reviews and approves program purchases and disbursements, within budget limitations and guidelines.
- Facilitates the development, implementation and/or coordination of activities designed to meet compliance with regulations.
- Complete Result Oriented Management Accountability (ROMA) certification within 12 months of hire and incorporate ROMA principles throughout the work conducted at the Regional Planning Commission.
- Provides leadership and supervision to assigned staff, and effectively communicates expectations and desired outcomes.
- Maintains effective internal and external relationships to ensure a coordinated approach to service delivery.
- Works with staff, administrative team members, the Community Action Board, and the Governing Boards in the development and review of program proposals, grants, budgets, and plans.
- Assures effective delivery of services through consistent ongoing monitoring, reporting, and action to correct any identified problems.
- Provides input in the completion of the Community Assessment every three years, and an up-date annually.
- Assures remediation of any non-compliances found in the agency's assessment and incorporates recommendations into planning for the improvement of the program.
- Assumes an active role in the annual program self-assessment and program planning.
- Provides feedback and input related to the performance of managers, staff, and other directly supervised staff.
- Maintain up to date work schedule in Outlook calendar.
- Participate in the selection, interview, hiring, and orientation process of new employees.
- Demonstrate openness to constructive feedback about personal work habits, with a focus on continuous improvement of job performance, and growth in terms of professional development.
- Provides ongoing written monitoring and activity reports to the Community Services Division Director and prepares external reports as required.
- Provides oversight and monitoring for all sites and adherence with all programmatic, operational, and licensing requirements.
- Reviews and analyzes programs, reports, and records, and adopts changes accordingly, with appropriate prior approvals.
- Provides leadership and functions as the point person during program monitoring and audits.
- Investigates incidents that may occur such as, but not limited to, accidents, incidents, complaints or concerns from staff, volunteers, clients, or other community partners.
- Attends trainings and meetings, as scheduled and/or assigned.
- Works with other organizations in the community to foster collaboration.

- Supports the continuation of the professional development of direct staff as part of the commitment to excellence and is responsible for the coordination and implementation of Community Services wide trainings.
- Monitors, audits, and updates partnership agreements and Memorandum of Understandings (MOU's) and or other related agreement to ensure compliance and promote service excellence.
- Serves on RPC's Cultural and Linguistic Competence Committee and provides feedback to the Community Services Director on needed action items.

Required Knowledge, Skills, Characteristics and Abilities:

- Master's degree in related field with five years of work experience supervising and managing multiple service human service programs; coursework in planning and administration in budgeting, staffing, and employee relations or documented work history to support the skill and ability.
- Three years of leadership experiences in management.
- Minimum of five years of professional experience within social/ human services or related field.
- Previous experience with culture management and inclusion initiatives preferred.
- Experience working with diverse populations preferred.
- Respect for the principles of Equal Employment Opportunity and Americans with Disabilities Act.
- Ability to pass criminal background check.
- Skills in supervision, training, and program evaluation.
- Ability to understand the vision, mission, and values of CCRPC and act as a team member of the organization to implement in everyday work.
- Ability to communicate effectively in writing to develop competitive grant applications, grant management, and execution of the grants.
- Ability to write clear, concise defined goals, identify problems and develop creative solutions.
- Possess strong skills in the use of common office software for word processing, spreadsheets, and databases.
- Ability to learn the use of web-based systems.
- Ability to prioritize and handle emergency or crisis situations.
- Ability to attend community meetings and interpret information presented and shared amongst participants, provide program information at community meetings, provide formal program presentations, and collect and share relevant meeting information with team.
- Use oral and written communication, and interpersonal and management skills necessary to effectively supervise staff, relate to clientele served, and community agencies.
- Be flexible to the demands of the position.
- Ability to react to change productively and adjust to change frequently.
- Ability to influence change.
- Ability to complete timely and accurate documentation.
- Ability to function professionally in stressful situations.
- Ability to work individually and as a team member.
- Ability to implement concepts learned from training.
- Ability to set work priorities and organize effectively to meet deadlines.
- Proficient in English (spelling, punctuation, grammar).

- Ability to attend worksite regularly to perform job duties and responsibilities.
- Ability to work a flexible schedule to accommodate program needs including periodic evenings and weekends.
- Demonstrate initiative and resourcefulness to respond to urgent and emergent situations safely and competently (within scope of position).
- Maintain professional boundaries with other employees and with clients.
- Maintain confidentiality of all records and information that pertain to the clientele served, employees, agency, and its related interests.
- Utilize information for data analysis and monitoring within multiple related databases.
- Utilize technology to meet program requirements.
- Work in a fast-paced work environment.
- Work independently and meet strict deadlines.
- Coach staff and provide reflective supervision.
- Document and provide feedback on employee performance and accountability.
- Manage multiple projects.
- Make decisions based on developmentally appropriate practices and trauma informed care.
- Self-reflect on performance and services.
- Manage time to meet deadlines, work duties, and work schedule.
- Monitor program operations.
- Lead trainings and meetings.

Essential Functions:

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Observe staff job performance.
- Travel to meetings, training, program service delivery areas, and other locations as dictated by program needs. Travel will include driving within Champaign-Urbana, to meeting locations throughout Champaign and other counties in the program service areas, and meetings held in cities throughout Illinois. Occasionally out of state travel will be required and will require travel by airplane.
- Sit/stand at a desk 70% of workweek.
- Work weekends and evenings as needed.
- Lift and carry equipment necessary to complete work, approximately 20 pounds
- Ability to make effective decisions to support the goals of Community Services division.

Competencies:

- **Decision-Making and Analytical Skills:** Ability to make administrative and procedural decisions; ability to interpret policy and establish methods and procedures; ability to determine work procedures, assign duties, promote efficiency; collaborate with relevant leadership regarding strategic planning, marketing, and process improvements. Perform professional level work requiring a wide range of administrative, technical, budgeting, finance, legal or managerial methods applied to complex problems.
- **Business Savvy:** Expert at navigating business scenarios with developed range of skills and behaviors to maximize the needs of the business. Able to view the entire operation of a

business and related program service areas holistically whilst simultaneously grasping the minute details of how things work.

- **Leadership and Communication Skills:** Possess advanced analytical and influencing skills. Must have the ability to manage grants, contracts, projects, and processes across functional areas. Must have the ability to apply best practices and the workforce team's talent to add value to the public workforce system through successfully:
 - Leading a team and building strong community relationships
 - Researching, writing, and implementing grant agreements
 - Engaging with state and federal officials to stay current on legislation, new developments, and policy and program interpretation
 - Innovating with community and employers to offer new or enhanced workforce training and career advancement opportunities
 - Understanding the culturally diverse needs across the region and align workforce development strategies to remove barriers
 - Managing multi-year grant budgets with complex revenue streams
 - Formulating and executing strategic plans and developing innovative initiatives.
- **Motivation to Succeed:** The willingness to take self-directed or self-motivated actions to do more than is expected in the job with the aim of improving job performance and finding or creating new opportunities. Actively looks for challenges and is committed to meeting them. Enables others to acquire the tools and support they need to continuously improve their respective performance levels. Shows eagerness to develop. Is proactive in searching for new opportunities for both, himself/herself and for the organization, and follows up on these. Is willing to go beyond the requirements of the job and take on responsibilities that are not considered his/her own.
- **Cultural Competency:** Demonstrates the ability and understanding to appreciate and interact with people from cultures or belief systems different from one's own such as age, gender, ethnicity, and race in the most fair and productive way.
- **Building Teams:** Chooses and develops members of the team intentionally and strategically. Does not allow personal feelings to dictate others' opportunities.
- **Collaboration:** Ability to work cooperatively with others, to be part of a team, to work together, as opposed to working separately or competitively. Collaboration applies when a person is a member of a group of people functioning as a team, but not the leader. Acts to promote good working relationships regardless of personal likes or dislikes; breaks down barriers across groups; builds good morale or cooperation within the team, including creating symbols of group identity or other actions to build cohesiveness; encourages or facilitates beneficial resolution to conflict.
- **Communication Proficiency:** Demonstrates the ability to speak to a variety of audiences in an effective and understandable manner; presents complex program related information to internal and external stakeholders; capable of communicating information in a variety of ways based on the audience.
- **Conceptual Thinking:** Applies a theoretical framework to understand a specific situation. Avoids over-thinking and tries to break situations down into manageable segments and address each segment methodically. Can also understand a situation or problem by identifying patterns or connections and addressing key underlying issues.
- **Conflict Management:** Brings conflict within the team into the open and facilitates a beneficial conclusion. Understands how his/her actions and behavior affect the team. Works well with other team members and does not contribute to unproductive group conflict.
- **Creative Thinking:** Possesses the ability to develop and offer creative solutions. Develops or creates new and original ideas.

- **Data Driven:** Focused on proven facts and empirical data to make decisions and to drive progress.
- **Delegation Skills:** Allocates decision making and responsibilities to others appropriately. Can maximize individual and organizational efficiency.
- **Effectiveness:** Ability to organize work process in such a way to “get the job done” using proper tools and support, and leveraging management, peers, and team members. Completing work that has been outlined in an effective manner, which includes being done in a timely fashion to meet deadlines, and in a manner that fulfills all requirements of the work.
- **Efficiency:** Able to achieve maximum productivity with minimum wasted effort or expense.
- **Emotional Intelligence:** Ability to understand and manage your own emotions especially as they relate to those around you. Shows empathy towards others. Able to adapt and identify the appropriate emotional response to various scenarios.
- **Problem Solving/Analysis:** Even in the most complex situations, breaks down problems into their fundamental parts, identifies their root causes, analyzes costs, benefits, risks, and chances for success of potential solutions, and creatively attacks problems in ways that lead to innovative solutions.
- **Program Management:** Process of managing several related projects with the intention of improving organizational performance.
- **Project Management:** The practice of initiating, planning, executing, controlling, and closing the work of a team to achieve specific goals and meet specific success criteria at the specified time.
- **Performance Coaching:** Able to provide clear and productive feedback. Establishes trust and rapport to support others and works to improve and develop the performance of the team.
- **Decision Making:** The thought process of selecting a logical choice from the available options. When trying to make a good decision, a person must weigh the positives and negatives of each option, and consider all the alternatives. For effective decision making, a person must be able to forecast the outcome of each option as well, and based on all these items, determine which option is the best for that particular situation.
- **Results Driven:** The ability to take direct action to attain or exceed objectives. Focuses on the result.
- **Empathy:** Able to put yourself “in someone else’s shoes” – to understand their situation, perceptions, and feelings from their point of view.
- **Interpersonal Skills:** The qualities and behaviors a person uses to interact with others properly. An employee's ability to work well with others while performing their job. Knowledge of social expectations and customs. Sometimes described as social intelligence, which relies on paying attention to the actions and speech of others and interpreting them correctly as part of forming a response.
- **Resource Management:** Ability to effectively manage all resources, such as budget, effort, and time that is required to achieve organizational goals and business results.
- **Strategic Thinking:** Understands the success factors critical to the organization’s long-term sustainability and competitiveness. Understands the organization’s strengths and weaknesses. Understands industry and market trends.
- **Time Management:** The process of planning and exercising conscious control of time spent on specific activities, especially to increase effectiveness, efficiency, and productivity. It involves a juggling act of various demands with the finiteness of time.
- **Ethical Conduct:** Demonstrates a sense of agency responsibility. Driven by positive moral principles that govern their approach to their work.
- **Attention to Detail:** Pays close attention to detail to avoid errors or mistakes.

Work Environment:

- Office work will be performed in an office environment sometimes involving distractions.
- Office work may also be performed in a home-work environment that meets compliance with the telecommuting policy with the consent of the Community Services Director.
- Frequent near-vision use for reading and computer work.
- Occasional work will be conducted in client homes and the community with many different variables related to pets, cleanliness, air quality, etc.
- Early morning, evening and weekend availability is required as needs of the program dictate.

Disclaimer:

The job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee. The description contains examples of duties and responsibilities that may or may not be considered “essential functions” to a particular job or position within this job class. “Essential functions” are to be determined at the position or job level within each department. Other duties, responsibilities, and activities may change or be assigned at any time with or without notice.

Signature of Employee _____

Date _____

Date: 5/17/2021

Revision Date: 6/1/22