

Hope Communities, Inc.
Job Description

Job Title: Director of Community Impact
Department: Programs
Reports To: President and CEO
FLSA Status: Exempt

POSITION SUMMARY

The Director of Community Impact is responsible for the design, implementation, oversight, and assessment of direct service programs for all individuals served by the organization. This includes contributing thought leadership and strategy in developing new programs, customized by program location, and expansion and supervision of the new social enterprise for program delivery at other housing properties. The Director will provide oversight for the collection, analysis, and reporting of evaluation data to inform program and process improvement, and will supervise volunteer programs – leveraging and nurturing volunteers from the community to augment the delivery of services to clients throughout the organization’s footprint.

The Director of Community Impact is a part of the Executive Management Team and, as such, assists with strategic planning, budget preparation, policy development, and fiduciary oversight. May represent the organization in the community. This is an on-site position, with a primary office at the administrative building and visits to residential office locations as part of program development, implementation, supervision, and reporting of Impact.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Works closely with the CEO and program team to identify programs and services of most benefit to our clients.
- Works with the CEO and program team to design and implement culturally informed programs, services, and other supports to further housing stability, economic mobility, and wellness.
- Recruits, hires, and trains program staff with the essential skills required to offer effective direct services to clients and nurtures growth for future opportunities.
- Ensures that staff receive the training, coaching, and resources needed to complete their work effectively and meet organizational and grant-related goals.
- Conducts research on the latest trends and opportunities for program development to further the work of the organization and the success of its clients.
- Builds the social enterprise to provide programs/services to external housing agencies, using Hope’s holistic and culturally aligned model.
- Identifies and builds relationships with strategic partners in the community to support the mission.
- Finetunes the design of the evaluation database.; Trains staff on its use and finds ways to streamline processes to ensure regular input. Helps to inculcate a system of evaluation and outcome measurement that highlights impact and fuels program improvement. Works with the program staff to gather and analyze statistics, client stories, accomplishments, challenges, and other data to include in grant proposals.
- Assists with building and monitoring program budgets. Compiles and uses outcome and output data in grant reports.
- Demonstrates the core values of the organization in all planning and implementation functions, building a culture that ensures integration of those values throughout the organization.

OTHER DUTIES AND RESPONSIBILITIES

- Participates in all staff meetings as required. Builds a culture of strong communication, camaraderie, and collaboration between employees from programs, properties, and administration.
- Ensures adherence to the mission and core values of the organization with all employees.
- Represents Hope Communities within the larger community.
- Supports fundraising and outreach programs, including attendance and assistance in the preparations and execution as needed.
- Performs other duties as assigned.

SUPERVISORY RESPONSIBILITIES

This position is responsible for supervising the four program Managers (who in turn supervise Navigators and Program Specialists). The Director works cooperatively and collaboratively with the Executive Management Team, the Director of Development, and Community/Property Managers.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

- Possesses strong strategic thinking skills and the ability to build, monitor, and adapt plans/processes to ensure targeted outcomes for the organization.
- High preference for someone with experience working with housing stability and economic mobility programs.
- Excellent interpersonal and conflict resolution skills.
- Strong budgeting skills.
- Understanding of program and process evaluation techniques.
- Excellent verbal and written communication skills.
- Demonstrated positive and solution-focused attitude and outcomes.
- Exhibits cultural awareness and respect for all children, youth, and their families.
- Experience using office equipment, Microsoft Office programs, and evaluation software preferred.
- Must be able to read, write, speak, and understand English. Expertise with other languages a plus.
- Possesses a valid Colorado driver's license; has a reliable and consistently available vehicle; and is able to regularly travel throughout the properties by way of interstate highways and primary and secondary roads in the Denver metro area.

EDUCATION and/or EXPERIENCE

Bachelor's degree (B.A) from a four-year college or university in Human Services, Social Work, or another related field; and a minimum of seven years of related experience and/or training or equivalent combination of education and experience required. Must have a minimum of five years' experience working with a nonprofit and at least three years of higher-level supervisory experience. Master's degree preferred.

LANGUAGE SKILLS

Ability to read, analyze, and interpret complex documents. Ability to respond effectively to sensitive inquiries or complaints. Ability to write speeches and articles using original or innovative techniques or style. Ability to make effective and persuasive speeches and presentations on controversial or complex topics to management, public groups, and/or boards of directors.

CERTIFICATES, LICENSES, REGISTRATIONS

None required.

OTHER

- Expertise with all office equipment, computer, printer, scanner, telephone system.
- Access: Stairs or elevator
- Travel: Occasional travel within the Denver metro area.

COMPENSATION

Salary range dependent on the extent of skills and relevant experience: \$85,000 - \$95,000.

BENEFITS

Hope offers fully paid health insurance and a monthly stipend for a family health insurance plan. The organization also offers fully paid dental, life, short-term, and long-term disability plans. Employees receive accrued vacation and sick time, twelve paid holidays, and eight hours of paid volunteer time annually.