

## **Who is the Community Services Director for Casa Familiar?**

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The Community Services Director at Casa Familiar plays a pivotal role in advancing the organization's mission and strategic priorities by overseeing the planning, implementation, and evaluation of programs and services to address underserved communities' needs. The Community Services Director is responsible for the success of programs and initiatives that provide individuals and families with information, resources, and support to help our communities thrive. Reporting to the Programs Officer, the Community Services Director provides strategic leadership, manages program budgets, fosters partnerships, and ensures the effective delivery of services to meet the organization's goals. This position will directly oversee Casa Familiar's Social Services team, Transitional Housing programs, and the Financial Opportunity Center.

## **Make a Difference through Action**

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- Implement strategic plans for program development and expansion in alignment with Casa Familiar's mission and objectives.
- Oversee the planning, execution, and evaluation of programs and services to ensure they effectively meet the needs of underserved communities.
- Manage program budgets, monitor expenses, and allocate financial resources efficiently to support program activities.
- Cultivate healthy partnerships with community organizations, government agencies, funders, clients, and other stakeholders to enhance program impact and sustainability.
- Provide leadership and supervision to program staff, including recruitment, training, and performance management.
- Implement a culture of accountability and growth.
- Establish metrics and indicators to evaluate program outcomes and effectiveness and use data-driven approaches to inform program improvements.
- Serve as an advocate for underserved communities, representing Casa Familiar in community forums, meetings, and collaborative initiatives.
- Ensure program compliance with regulatory requirements, funding guidelines, and organizational policies, and prepare timely and accurate reports for the leadership team, funders, and stakeholders.
- Identify opportunities for program enhancement and innovation and lead efforts to adapt and improve programs based on community feedback and emerging needs.

## **Delivering Results**

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- Manage multiple critical deadlines regularly.
- Oversee program development and work collaboratively with stakeholders to implement initiatives and services that will effectively assist vulnerable populations.
- Supervise and work closely with direct reports to support program implementation that will achieve high-quality, efficient, and impactful program outputs and outcomes following grant agreements, work plans, and best practices.
- Oversee scope of work for grant agreements, ensure successful deliverables, and complete reporting and program evaluations.
- Manage monthly program reporting and statistics.
- Identify and address the needs of the program for successful completion.
- Ability to track programmatic needs.
- Manage program budgets and expense requests by working closely with the Accounting Department.
- Excellent at creating report templates based on information listed in grant agreements and using markers that determine if the program is successful at helping clients in need.
- Build a culture that prioritizes teamwork, collaboration, professional development, open and effective communication, empowerment with decision-making and completing tasks, addressing strengths, appropriate conflict resolution, and making the office comfortable.

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**Mission Statement:** The mission of Casa Familiar is to enhance the quality of life for people living in underserved and underrepresented communities.

**Casa Familiar Values:** Integrity, Respect, Familia, Culture & Community

## **Ideal Candidate Qualifications and Qualities**

- At least three years of experience with community organizing and working alongside underserved and underrepresented communities.
- At least three years of experience planning and implementing community-based programming and services.
- At least three years of experience with program oversight, monitoring, and evaluation.
- At least three years of experience as a supervisor.
- Ability to work independently and in a dynamic team setting.



**Casa Familiar**  
**Community Services Director**  
**July 2024**

- Strong leadership skills, including but not limited to effective decision-making, delegation, motivation, and conflict resolution.
- Analytical ability to identify and establish priorities and attend to all details.
- Ability to work successfully within various cross-cultural settings and make decisions in a fast-paced environment.
- Punctual and reliable.
- Strong oral and written English communication skills. Fluency in Spanish is required.
- Excellent technical skills using email, Microsoft Word, Excel, PowerPoint, online browsers, and client databases. Experience with Salesforce is desired.
- Ability to travel in the County of San Diego.
- A bachelor's degree in social work, organizational leadership, or any additional field relevant to Casa Familiar's mission and programs is required. Master's degree preferred.

**Reports to:** Programs Officer

**Position Type:** Regular Full time, Exempt

**Salary:** \$73,000 per year, plus benefits including medical, dental, vision, life insurance, paid holidays, six wellness days, sick time, 401K plan

Casa Familiar requires that all employees be fully COVID-19 vaccinated. The successful candidate must be fully COVID-19 vaccinated and provide proof before their start date.

**To apply, please send a cover letter and resume to [HR@casafamiliar.org](mailto:HR@casafamiliar.org). Please include your first and last name, along with the position title for which you are applying in the subject line of the email.**