



# CHRISTIAN SERVICE CENTER

**Title:** Director of Programs & Mission

**Reports to:** Executive Director

**Organization:** Christian Service Center for Central Florida

**Location:** Orlando, Florida

**Date Available:** 08-31-2020

## Position Summary

Join one of Central Florida's oldest and most established social service agencies. Our mission is to prevent homelessness, combat poverty, cultivate self-sufficiency, restore hope and glorify God through the faithful provision of services that directly address physical, emotional and spiritual needs for families and individuals who are struggling in Central Florida. With locations in Downtown Orlando, Winter Park and Ocoee the Christian Service Center has been serving Central Florida families with compassion and care for 49 years.

We are seeking a proficient Director of Programs and Mission who possesses an excellent interpersonal and professional skill set with the ability to lead a team of professional staff (three direct reports who manage eight additional staff) and volunteers towards the lifting of adults and families from a place of homelessness and poverty to one of happiness and self-sufficiency.

Your responsibilities will include the implementation of a Comprehensive Day Service Center for the unsheltered in Downtown Orlando, the best practice of mission activities in Ocoee and Winter Park and the expansion of our programs into new areas within Central Florida and beyond.

Candidates will possess a master's degree, relevant work experience and most importantly, a passion for helping people. You must have demonstrated leadership, problem-solving and communication skills and consider yourself forward-thinking, good-humored and adaptable.

## Chief Responsibilities and Duties

### Day Services Center

- The Christian Service Center is working in partnership with multiple public, private and independent agencies to develop a comprehensive single site location for Day Services for the Unsheltered. Services would address needs such as housing, food, clothing, employment and medical care. Services could include offerings such as showers, laundry, mail, storage, cosmetology, counseling, clinical, spiritual, mental health, support groups and more.
- The Director of Programs and Mission would be responsible for implementing such a program through both partnerships and proprietary offerings.

#### Family Emergency Services

- Manage five staff and limited volunteers in the successful implementation of an active and well established case management program that ultimately will be part of the Day Services spectrum.
- It is the responsibility of the Director of Programs and Mission to ensure staff are following best practice guidelines. We are new to the HMIS software system and all case managers are required to use this system.

#### Daily Bread Hot Lunch Program

- Manage six staff and multiple volunteers in the successful implementation of a seven day per week free lunch program which will also be part of the spectrum of Day Services.
- Work closely with Volunteer Coordinator to optimize volunteer protocol and continually improve the volunteer experience with the Christian Service Center.

#### Love Pantry School Based Emergency Food Program

- Manage one staff member and many volunteers in the successful implementation of this program most recently run in 68 area schools.
- Priorities include securing interest from area schools, identifying a coordinator within each school, managing volunteer drivers delivering food regularly and managing a relationship with our primary food suppliers.

#### Grant Management

- Work in partnership with the Director of Development to suggest fundable priorities, track progress on programs funded and co-lead the reporting out to our funding partners our progress to stated goals. The Director of Development and Director of Programs work as a team on all grants with the DD responsible for solicitation and the DP responsible for program evaluation and reporting. The Christian Service Center does not apply for grant funded opportunities unless both parties agree on the project.
- Research and Identify need in the community identify public and private grant funding opportunities for those projects the organization is looking to pioneer.
- Ensure the accuracy, integrity and timeliness of both required and voluntary reports in response to all received grant awards.
- Work with Director of Finances to maintain accurate accounting of all unrestricted and restricted income and its sources, fulfill information requests, maintain reporting accuracy and ensure compliance with requirements of the year-end audit.
- Maintain updated records, deadlines and contacts with regard to grant proposals, foundations and corporate and community partners

#### Expansion of Programs

- Work with Executive Director and Board of Directors to develop and plan new projects and strategies.
- Carefully identify need in the community not being served adequately through research.
- Cultivate and Qualify partner organizations such as churches or other non profit agencies to help address this need.

- Develop a plan to expand Christian Service Center programs into these new areas through partnerships.

#### Overall Organizational Outcomes

- Above all else, the Director of Programs and Mission is responsible for choosing, achieving, tracking and replicating the primary outcomes for the organization as a whole.
- Currently, the outcomes for the Christian Service Center are large and growing numbers of faithful services rendered. We are working to evolve towards outcomes such as the percentage of homeless adults in our community touched by our programs, the total number of people housed, trained, employed, insured and ultimately lifted to a place of self-sufficiency. We want to establish a measure of self-sufficiency, set annual goals, meet and exceed these goals.

#### **Qualities and Competencies**

The ideal candidate will be a versatile Social Services professional with experience in Social Work, Program Management and Evaluation, Human Services and Community Relations. Excellent verbal and written communication skills are critical. This person should possess a sincere passion for nonprofit work and specifically impoverished and homeless families. Honesty, integrity, humility, and initiative are important to this position. In addition, the following qualities are preferred:

- Self-starter
- Self-motivated
- Strong interpersonal, relationship and organizational skills
- Excellent written and verbal communication skills
- Effective multi-tasking
- Results-driven project management skills
- Promptness and attention to detail
- Analytical and strategic thinking
- Tactical planning, problem-solving and decision making
- Enjoys listening and learning
- Demonstrated flexibility and adaptability
- Professional and polished presentation
- Confident interacting with people at all ages, backgrounds, interests, and values
- Proven ability to design and implement creative strategy and solutions

#### **Education and Experience**

Required experience:

- Master's degree is required with the following preferred areas of study: Non-Profit Management, Social Work, Sociology, Psychology, Occupational Therapy, Counseling, Mental Health or related fields.
- Minimum of five years work experience is required; ten years preferred.

Preferred experience:

- Existing understanding of funding proposal writing structure and style
- Experience working with homeless and impoverished clients
- Proficiency with the Homeless Management Information System (HMIS), Volgistics, Microsoft Office Suite.

Interested candidates can submit a resume and cover letter to [searchcommittee@christianservicecenter.org](mailto:searchcommittee@christianservicecenter.org)