

Title: **Associate Director**

Department:	Operations
Supervisor:	Executive Director
Role Type:	Full Time, Regular
Compensation:	\$65,000 - \$75,000
Benefits	Health Insurance, 401(k), FMLA, Paid Time Off, Paid Holidays
Location:	Any location: TBD, Watertown, WI 327 E. Broadway, Waukesha, WI 4101 E. Towne Blvd., Madison, WI
Fair Labor Standards Act Exemption Designation:	Exempt
Work week:	Monday through Friday, some evenings, and weekends
Hours per week:	40+
Revision Date:	09/04/2021

CAC is an Equal Opportunity/Affirmative Action Employer

About CAC:

Community Action Coalition For South Central Wisconsin (CAC) exists to push back on poverty. The mission of CAC is to transform our communities by fostering conditions where everyone can achieve social and economic security. Our organization was born out of the War on Poverty, and that purpose motivates us to this day. But while we've been around for five decades, we're committed to evolving the way we work to help people live better lives.

Essential Duties and Responsibilities:

The Associate Director assists the Executive Director in leading, developing and managing a diverse array of services and programs to meet the agency's mission. Individual will provide strategic leadership to support agency objective of providing strong, effective, culturally relevant services that meet the needs of our communities. Individual will ensure effective management of programs; ensure programs are managed to established outcomes, practices are compliant with agency, contract and funder requirements and programs are managed efficiently in accordance with strong fiscal standards and approved budgets. The individual will be a core member of the agency leadership team and will be responsible for integrating strategic objectives within program operations. Individual must balance competing priorities and must demonstrate an ability to manage a high-volume workload. The individual must demonstrate strong analytical and decision-making skills, must exercise independent judgment, maintain high levels of professional integrity, demonstrate creativity and initiative while adhering to and supporting agency policies and procedures. The individual must have a solid foundation of fiscal knowledge and management experience including the ability to leverage and manage programs with multiple funding sources and the ability to understand and interpret financial statements. This individual will also serve as the Equal Opportunity Officer and oversee the implementation and evaluation of the equal employment opportunity (EEO) and affirmative action program plans.

CAC Core Values:

- **Equity:** Demonstrates a commitment to fairness and can tailor interactions and services to the unique needs of a person.
- **Respect:** Demonstrates a caring for others and the places around us by following through on promises and commitments.
Dignity: Treats other people (peers, clients, community members) as human they are worthy of their time, energy, and service.
- **Transformation:** Ability to understand and navigate the change process to enhance services and rebuild just community systems.

CAC Essential Skills:

- **Professionalism:** Conduct, behavior and attitude in the work environment reflects positively on CAC.
- **Communication:** Produces strong written documents, edits documents effectively, engages in effective verbal communication, and conducts effective group presentations.
- **Teamwork & Interpersonal skills:** Promotes a positive and fruitful work culture by working with and through others to support others to achieve goals.
- **Quality of work product:** Produces thoughtful, error free work.
- **Attendance and punctuality:** Arrives and departs according to work schedule, achieves timely results, communicates planned or unplanned absences, and follows through on commitments.
- **Problem solving:** Identifies issues, effectively structures problems, analyzes data to produce insights, and generates wise, actionable recommendations.
- **External relations/customer service:** Serves as an effective ambassador, builds connections, and maintains relationships with residents, community members, and clients.

Tasks and Duties:

Program Operations: Effectively leverage program talent and resources in order to direct, manage, monitor and evaluate all program related activities of the agency.

- Ensure programs are implemented consistent with established agency program standards;
- Ensure management of programs to meet established outcome objectives;
- Ensure program data collection and compliance with agency funder and contract requirements;
- Oversee facility management to ensure that programs have the infrastructure to operate adequately;
- Oversee federal grant applications to ensure available funding of agency programs and ensure compliance with programmatic grant requirements;
- Monitor and report on program budgets, outcomes and operational plans to the Executive Director and Board of Directors; Effectively leverage and manage programs utilizing multiple funding sources;
- Responsible for developing program budgets in collaboration with the Finance Director. Responsible for ensuring program operations adhere to approved budgets;
- Ensure implementation and compliance with Human Resource and Finance programs and policies;
- Implement policies and practices to effectively manage risks;
- Ensure program functions support the development of cultural competence including, but not limited to, disability, age, race/ethnicity, socioeconomic status, and sexual orientation throughout the agency.

Quality Improvement and Staff Engagement

- Lead the development and assessment of core program outcomes to ensure program resources are effectively allocated to meet the mission and strategic objectives of the organization;
- Collaborate with Program Directors to ensure team members have an active voice in agency work groups, programs, services and operations;

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- Act as a role model, demonstrating a commitment to ongoing learning and creating an inclusive agency culture;
- Work in collaboration with the Grant Manager, Community Engagement Coordinator, Human Resources Coordinator, IT Coordinator and Community System Coordinator to build a culture of affirmative inclusion in the organization and position all team members to act as effective program and agency ambassadors;
- Responsible for developing external community relationships and articulating agency story to assist in cultivating agency donor base;
- Work in collaboration with the Human Resources Coordinator, Program Directors, and Supervisors to instill a “coaching” culture within the organization that supports the agency’s talent development goals and succession strategies with a consciousness towards diverse learning styles;
- Support agency efforts to develop and implement strategies to address identified agency skills gaps while maintaining an inclusive work environment;
- Serve as the Agency Equal Opportunity Office lead. Individual develops, modifies, and maintains employment practices to support regulatory and business requirements. Develops training programs and educates staff about EEO matters. Recognizes and defines opportunities to enhance diversity in the workforce.

Supervision:

- Responsible for the Grant Manager, Community Engagement Coordinator, Human Resources Coordinator, IT Coordinator and Community System Coordinator.
- Additional direct reports may be assigned based on agency needs.

Additional Duties:

- Complete related work as assigned within the scope of responsibility and skill required for the job.
- Other related work as assigned within the scope of responsibility and skills required for this job.

The above statements reflect the general details necessary to describe the major functions of this position and are not intended to be a detailed description of all the work/functions that may be required.

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

Education and Experience:

- MBA, MPA, MSW or equivalent education and experience.
- Not-for-profit and prior social service program management experience preferred.
- Knowledge and experience related decision-making processes in public and private organizations dealing with poverty, funding resources available for programs to aid low-income individuals.
- Minimum of 3 years management and supervisory experience including supervision of both support and professional level staff.

Language Skills:

- Ability to read, analyze, and interpret documents such as grant and funding requests, policy and procedure manuals, professional journals, technical procedures or government regulations and contracts, and safety rules.
- Ability to effectively present information and respond to common inquiries or complaints from staff, donors, regulatory agencies, or members of the business community and board of directors.

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- Ability to write reports, correspondence, proposals, and procedures.
- Exceptional communication and influencing skills with a commitment to leading efforts to build a culturally diverse and competent environment.
- (Preferred) Ability to communicate in Spanish, a Southeast Asian language or American Sign Language or other form of communication.

Mathematical Skills:

- Ability to translate numbers into required reports.
- Ability to develop budgets, understand financial statements and interpret financial results.

Reasoning Ability:

- Ability to plan and visualize end results of a range of complex projects, develop procedures to attain results within broad guidelines, apply policies and practices to resolve problems independently.
- Ability to use analysis and judgment in the adaptation and interpretation of established practices and procedures to meet and prevent problems and situations within a defined role.
- The ability to assess complex participant needs and concerns and to work with staff to develop and implement service delivery strategies.
- The ability to prioritize within an environment that includes multiple and competing deadlines.
- Ability to assign and manage workflow in a range of diverse environments.

Technical Abilities:

- Competency using technology, including demonstrated skills in:
 - Word and Excel;
 - Wisconsin Service Point or HMIS (state database program);
 - Sales Force (internal database);
 - Rental markets in the service area, rental procedures, and tenants' rights;
 - Access to a reliable, insured motor vehicle;
 - Wisconsin driver's license;
 - Working telephone.

Other skills and abilities:

- Demonstrate an understanding and commitment to Community Action principles and cultural competency.
- Exceptional organization, communication and influencing skills.
- Proven ability to manage deadlines in a fast-paced and demanding work environment
- Strong analytical skills
- Proven ability to manage a high volume and range of complex projects from inception to completion.
- Ability to lead and bring out the best of staff in complex environments.
- Proven ability to utilize and learn complex data management systems.
- Ability to maintain confidentiality of records/information.
- Ability to gather and interpret data, write research reports, work effectively with low-income and professional groups and to express ideas clearly and objectively in oral and written form.
- Ability to work independently and as part of a team.
- Establish appropriate priorities to meet deadlines.
- Ability to manage in a continually changing environment.
- Experience managing contracts, including government contracts.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Hearing and speaking to exchange information.
- Specific vision requirements of the job include close and distance vision.

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- Sitting or standing for extended periods of time.
- Dexterity of hands and fingers to operate a computer keyboard and other office equipment.
- Kneeling, bending at the waist, and reaching overhead, above the shoulders and horizontally, to retrieve and store files and supplies, lifting and carrying of objects up to 25 pounds.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Noise level in the work environment is usually moderate. The job description does not constitute an employment contract between Community Action Coalition and the employee and is subject to change by the agency as the needs of the department and the requirements of the job change.

I acknowledge receipt of this job description. I attest that I meet the requirements described. I attest that I will strive to fulfill the job duties described, meeting or exceeding the performance standards set by my supervisor.

Employee Name (Print)

Date

Employee Signature