



Director of Social Services

About Canal Alliance

Canal Alliance is a nonprofit champion of immigrants who are challenged by a lack of resources and an unfamiliar environment. We believe everyone has the right to achieve their dreams.

Position Summary

The Director of Social Services is responsible for the management and administration of the social services, housing, and health programs. The director provides strategic direction for the programs, oversees department staffing to ensure effective delivery of services, and monitors adherence to all policies and required procedures.

Program Leadership

- Supervise the Social Services, Housing and Health teams and foster an environment of mutual collaboration within the departments.
- Ensure program sustainability and expansion, as feasible.
- Oversee the implementation of the strategic plan as it relates to Social Services, Housing and Health.
- Directs the ongoing review and evaluation of Social Services, Housing and Health programs and operations to identify opportunities for continuous improvement.
- Implement and enforce department policies and procedures and ensure effective case management.
- Assist in researching and identifying unmet needs and gaps in providing human services to Canal residents.
- Maintain relationships with mission-aligned agencies providing service to Canal residents and collaborate with them to meet clients' needs.
- Oversee the development of community education presentations and assist with the preparation of community outreach materials.
- Represent Canal Alliance before local agencies and community partners, and as a participant in mission-aligned coalitions and meetings.
- Run regular data analyzes from the programs to guide continuous improvements to CRM Salesforce.

Agency Leadership

- Serve on Leadership Team of the agency, collaborating with peers to set and communicate strategic direction for the agency and build a culture of trust.
- Collaborate with the development team in identifying, strategizing, and securing new funding; ensure accurate and timely grant reporting and renewal efforts.
- Other duties as assigned by supervisor.

Requirements

- 5-7 years leadership experience in social, housing and/or (behavioral) health programs
- Bachelor's degree in a related field
- Salesforce experience, preferred



Knowledge, skills and abilities

- Strong relationship-based leadership skills and team building skills.
- Experience working with culturally diverse teams.
- Experience working with staff to develop strategic program priorities.
- Strong experience with contract management and budgeting.
- Superb relationship skills to work with community-based organizations, city partners, funders, and effectively communicate on behalf of Canal Alliance around matters of strategy, programming, and budgeting.
- Experience with staff supervision around matters of professional development support and organizational development.
- Organized, detail oriented, responsive; excellent follow-through skills.
- Proficient with Microsoft applications including Outlook, Word, PowerPoint, and Excel.
- Strong commitment to Canal Alliance's mission.

Compensation

This is a full-time position with benefits. We offer a competitive salary range from \$110k-120k with a benefits package that includes 3 weeks paid vacation and 12 days of sick leave a year and 100% paid employee medical & dental insurance. In addition, there are 12 paid holidays annually, a 401(k) retirement plan, a Flex cafeteria plan, long term disability insurance and an employee assistance program.

Application Process

Please apply for this position by using this link

<https://loxo.co/job/NDE1OC12aWZ2aTZsMTRiZGs2cnF3?t=1672954476070>

Key Competencies

Client Focus
Cultural Competence
Collaboration
Communication
Team Leadership
Strategic Focus
Project Management
Risk Management
Financial Acumen