

Community Aging & Retirement Services, Inc., dba CARES
Job Description

Title of Position	Community Care Director
Department/Project	Administration
Location	Administrative Office – West Pasco
Immediate Supervisor	President / C E O
Effective Date	April 2018

Position Summary & Reporting Relationship:

Reporting to the Chief Executive Officer (CEO), the Community Care Director (CCD) is responsible for leading and managing a comprehensive array of services and programs. The CCD will lead two (2) departments with approximately six (6) programs – United Way, Local, State and Federal Programs. S/he will review on an ongoing basis services being offered and develop new programs as needs emerge. S/he will be responsible for all activities pertaining to licensure, human rights, personnel and contracts for such programs. The CCD will inform the chief executive officer, and ultimately the board of directors, of all program issues and accomplishments. The CCD will partner with her/his peers – the finance director and the director of human resources, information technology, quality improvement, and corporate communications – while also being responsible for all program planning, organizing, operating, and staffing. S/he is responsible for developing, implementing, and managing the program aspects of the annual budget in conjunction with the chief financial officer and CEO. S/he is responsible for ensuring that all non-profit's services are in compliance with all federal, state, funding, and city regulations, certifications, and licensing requirements. .

1. RESPONSIBILITIES

- Provide effective and inspiring leadership, as well as stewardship, of CARES by being actively involved in all programs and services, implement and lead a continuous quality improvement process throughout the program and service areas, focusing on systems/processes improvements. Promote regular and ongoing opportunities for all staff to give feedback on program operations.
- Lead a high performing team of regional and program directors to the next level by further developing and implementing recruitment, training, and retention strategies.
- Partner with the CEO to represent CARES with external constituency groups, including community, governmental, and private organizations.
- Ensure that all program activities operate consistently and ethically within the mission and values of CARES.
- Prepare and submit an annual operational budget to the CEO & Finance Director for review and approval, manage effectively within this budget, and report accurately on progress made and challenges encountered.
- Ensure the continued financial viability of CARES program/service units through sound fiscal management. Provide programmatic leadership and input for all strategic planning processes with the CEO and staff.

2. QUALIFICATIONS

- At least 5 years of professional experience overall, with a minimum of five years of senior-leadership experience supervising seasoned staff operating multiple human services programs across a broad geography. Solid educational background including an undergraduate degree.
- Strong relationship builder and communicator with experience leading diverse work teams, developing an organization-wide strategy for program excellence, engaging community partners, and partnering with a CEO and Board of Directors.
- Can point to tangible examples of reporting and program measurement and evaluation. Demonstrates integrity, strives for excellence in her/his work, and has experience of leading others to new levels of effectiveness and programmatic impact.
- Passionate about CARES' mission and able to promote and communicate the philosophy, mission and values of CARES to external and internal stakeholders.
- Ability to travel 50% of the time to provide on-site leadership for multi-locations operating units and programs.

3. COMPENSATION

- This is an outstanding opportunity to lead a highly-effective non-profit's program area and partner with the CEO and senior management team. CARES will offer a competitive compensation package including base salary, health and vacation and sick benefits.
- CARES is an Equal Opportunity Employer. Personnel are chosen on the basis of ability without regard to race, color, religion, sex, national origin, disability, marital status or sexual orientation, in accordance with federal and state law.

4. ESSENTIAL FUNCTIONS

- Provide day-to-day leadership and management to a service organization that mirrors the adopted mission and core values of the company.
- Responsible for the measurement and effectiveness of all processes internal and external.
- Provides timely, accurate and complete reports on the operating condition of the company.

5. POSITION TYPE / EXPECTED HOURS OF WORK

- This position regularly requires long hours and frequent weekend work.
- Travel is primarily local during the business day, although some out of the area and overnight travel may be expected.

6. REQUIRED EDUCATION AND EXPERIENCE

- Bachelor's Degree in Business Administration or related field.
- At least five years of strong operational experience.

7. PREFERRED EDUCATION AND EXPERIENCE

- Master's Degree in Business Administration or related field.
- At least five years in a senior management role.

8. ADDITIONAL ELIGIBILITY QUALIFICATIONS

- Possess personal qualities of integrity, credibility, and commitment to corporate mission.
- Flexibility & ability to multitask.
- Ability to work within an ambiguous, fast-moving environment, while also driving toward clarity and solutions, and demonstrated resourcefulness in setting priorities and guiding investment in people & systems.

9. SAFETY EQUIPMENT

- None.

10. WORKING CONDITIONS

- Work performance in various office or site environments.
- Outdoor work performance or public presentations on behalf of the agency.
- Adaptable to work conditions, which require prolonged sitting, standing, writing, typing or working with computers.
- Effectively interacts with public.
- Overall responsibilities may require breakfast, luncheon or weekend meetings, conferences and activities.

11. STAFF DEVELOPMENT

- Plans for agency-wide staff development which includes attendance at staff meetings, in-service trainings, and attendance at relevant conferences or seminars.