

**Job Title:** Senior Director of Community Initiatives  
**Department:** Program Operations  
**Reports To:** Chief Operating Officer  
**FLSA Status:** Exempt  
**Work Location:** Saluda, Virginia (primary) and Hampton, Virginia (secondary)

**FUNDING NOTICE: Position will be reviewed by March 31<sup>st</sup> annually to determine funding availability in the new fiscal year beginning July 1<sup>st</sup> annually.**

**COVID-19 NOTICE: Proof of receipt of the COVID-19 vaccination required. Proof of immunization must include a copy of documentation indicating the vaccines received.**

**WORKING SCHEDULE: This position is designated as essential and will be required to report to the office during inclement weather. The Senior Director of Community Initiatives will be issued a mobile device to manage day, evening, and weekend programming at various agency sites. This position will also be responsible for attending early morning, evening, and weekend events as assigned. This position is required to be in the office daily. Some**

## **SUMMARY**

The Senior Director of Community Initiatives is responsible for managing the design and implementation of high-quality programming to include: broadband initiatives, diaper bank demonstration, community services, and education and training, and other duties as assigned. This is a full-time leadership position, which will require flexible schedule to work some evenings and weekends, as needed.

**SKILLS REQUIRED** include the following. Other skills within the scope of this position may be assigned.

- Ensures all programs meet or exceed performance expectations related to efficiency, effectiveness, quality outcomes, and high satisfaction among individuals and families served.
- Oversee the design, growth, and expansion of services and programs, in collaboration with the executive leadership team.
- Implements, monitors, and evaluates quality improvement initiatives for programs and outcomes for individuals and families, including client satisfaction measures.
- Meets regularly with Program Operations staff to meet revenue goals and manage spending and program operations as directed by COO.
- Assist Program Directors with preparing for funder audits and provides technical support and guidance to ensure successful compliance and, if needed, lead the development and implementation of corrective action plans.
- Provides consultation with program staff when managers are unavailable.
- Responsible for strengthening and managing the organization's performance measurement systems and processes.

- Promote the use of data as a critical tool for program modification and improvement.
- Knowledgeable in the use of HIMS, and other client management databases.
- Assist in the generation and submission of program and community-level reports.
- Ensure the appropriate analyses and reports are prepared and disseminated to meet internal and external reporting and compliance requirements.
- Reviews all reports for accuracy and timeliness.
- All other duties assigned.

## **SUPERVISORY RESPONSIBILITIES**

**Agency staff as assigned by the Chief Operating Officer.**

## **PERFORMANCE MEASUREMENT**

Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating HRCAP's Values. Employees are also expected to lead by example and demonstrate the highest level of ethics.

## **SAFETY RESPONSIBILITIES**

In addition to complying with the guidelines for all associates:

Comply with all Federal, State and Local regulatory standards and procedures.

## **INFORMATION PRIVACY AND SECURITY**

This associate may have access to Confidential Information (CI) and is required to be familiar with the HRCAP's Privacy policy related to the handling of CI, and follow all related procedures required to protect the privacy and security of CI.

## **EDUCATION and/or EXPERIENCE**

- Bachelor's Degree in a field related to Human Services, Social Services or comparable experience, and/or certifications in related fields. Master's Degree preferred.
- 5-10 years of program management experience at the supervisory level required.
- Expertise in MS Office-Excel, PowerPoint, and Word.
- Must possess and maintain a valid driver's license.
- Criminal record check required for employment.
- Strong software capabilities to analyze the business and develop presentations.
- Track record for maintaining and deepening relationships with customers or accounts.
- Adept at networking, building relationships, and community engagement.
- Ability to work across the organization to deliver solutions that meet internal and external objectives.

## **LEADERSHIP COMPETENCIES**

Initiative and Drive for Strong Results

Strong Decision-Making Skills

Business Acumen

Customer Focus

Organizational Agility

Planning and Implementation  
Managing Purpose and Vision  
Building Effective Teams

### **LANGUAGE SKILLS**

Ability to read, analyze, and interpret financial reports, and legal documents. Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community. Ability to effectively present information to top management, public groups, and/or boards of directors. Expertise in communications and verbal and written presentations of products and services; very strong computer presentation skills required (Prezi, PowerPoint, etc.)

### **MATHEMATICAL SKILLS**

Ability to calculate figures and amounts such as discounts, interest commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

### **REASONING ABILITY**

Ability to apply common sense understanding to carry out and solve situations with several variables. Strong analytical skills required. Ability to interpret instructions and draw conclusions based on information. Follow through skills are critical. Interpreting data and reviewing documents for accuracy is critical. Attention to detail is a must. Ability to organize thoughts, ideas and information in a presentation format is required for some duties. Strong analytical skills, able to project, tracking, and report business results

### **CERTIFICATES, LICENSES, REGISTRATIONS**

Current state driver's license, proof of current auto insurance coverage, satisfactory driving record and working vehicle required.

### **APPLICATION**

Qualified individuals should apply at 2410 Wickham Avenue, Newport News, VA 23607. Office hours are 8:00a.m. - 5:00p.m. Monday through Friday. You can visit: <https://hrcapinc.org/about/employment/> to complete an application or mail it to P.O. Box 37, Newport News, VA 23607. You can also email your application and resume to [hrcapresume@hrcapinc.org](mailto:hrcapresume@hrcapinc.org)