



IRONBOUND COMMUNITY CORPORATION

Job Description Form

Program Name:	Ironbound Family Services
Job Location:	Cortland Site
Job Title:	Director, Family Services
Reports to:	Director of Programs

Hours:	FLSA Status	Type of position:	Other comments:
	<input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Nonexempt	<input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Consultant/Contractor <input type="checkbox"/> Part-time <input type="checkbox"/> Intern	Some weekends and some late hours must

ORGANIZATION DESCRIPTION

The Ironbound Community Corporation (ICC) is a 52-year old nonprofit organization whose mission is to engage and empower individuals, families, and groups in realizing their aspirations and, together, work to create a just, vibrant, and sustainable community. ICC strives to address the needs of our diverse, multi-lingual, multi-cultural community. Today, ICC serves more than 1,000 children and families every day with a wide range of programs and services. ICC also strengthens communities through advocacy, neighborhood organizing, and community development initiatives.

The Ironbound Community Corporation Director, Family Services is responsible for overseeing the daily operation of two – Family Success Center program sites, senior services program, and food distribution to community members. ICC programs delivers community-based services to families and children in the Ironbound neighborhood of Newark. ICC is a “one-stop” shop that provide wrap-around resources and supports for families. Family Services offer primary child abuse prevention services, parent –child activities, family activities, domestic violence assistance, senior services, referrals to community partners for services, job training, financial literacy, benefits screening and bringing together concerned community residents, leaders, and community agencies to address the problems that threaten the safety and stability of families and the community.

ROLES AND RESPONSIBILITIES

- In partnership with Director of Programs, the Director, Family Services is responsible for researching, planning, developing and implementing programs and assuring compliance with the contracts.
- The Director, Family Services will initiate and set goals for programs based on the organization's strategic objectives and contracts.



- Other job duties include, setting program timelines/deadlines, developing and implementing processes and procedures, staff recruitment, training, supervision, program development (start to finish), data collection and reporting.
- The Director, Family Services will be responsible for working collaboratively with diverse members of the ICC staff and for delivering high quality services to residents of the community. They will be responsible for implementing new program activities that are in compliance with contract regulations and ICC's high-quality program standards.
- The Director, Family Services will build and maintain strong relationships with public and private youth and family service agencies in the area and will ensure that all ICC staff regularly participate in trainings.
- Finally, the Director, Family Services will play a pivotal role in monitoring and evaluating programs, fundraising, program planning, and managing all related program budgets. They will assist in the analysis of outcomes and performance measures from an equity-lens and use this information to guide improvements in outreach, service delivery, and meeting ICC's mission
- The Director, Family Services must demonstrate the ability to be an ambassador to the Ironbound's Black and brown community and cultivate unity within our community. Must have a racial equity lens as it relates to programing and program growth.
- The Director, Family Services must supervise and participate in community outreach. This includes senior facilities, housing project developments, and all other areas that are low income and underserved communities with disparities.
- Other duties as assigned.

JOB SPECIFICATIONS OR QUALIFICATIONS, SPECIAL WORKING CONDITIONS

- Ability to work, supervise and communicate with diverse audiences: staff, organizational partners and community members.
- Strong organizational, managerial and communication skills.
- Alignment with ICC's mission and values. Passion for social justice and lifting marginalized communities.
- Desire and demonstrated ability to serve people in need and relate to diverse populations. Proven track record working with black and brown underserved communities including immigrants.
- A bachelor's degree or higher and a minimum of 3 years' experience in programs.
- Effective communicator.
- Track record for developing/improving programs with demonstrated results.
- Attention to detail and ability to meet deadlines.
- Ability to coach and develop staff.
- Ability to motivate and assure accountability.
- Ability to embrace working with people of different racial and ethnic backgrounds.



- Ability to work collaboratively with others and able to work as part of a team, both as leader and team member.
- Experience managing relationships with external stakeholders.
- Results-oriented, self-starter, problem solver.
- Fluency in Microsoft Office Suite and database management.
- Basic Spanish and/or Portuguese a plus (not essential).

Core Values

ICC is animated by a core group of values, including mutual respect, empathy, fairness and transparency, commitment to excellence, and accountability.

Mutual Respect: We accept the importance of each person’s rights, customs and wishes. We are courteous and supportive in all of our interactions with clients and colleagues.

Empathy: We strive to understand what others are experiencing and feeling by trying to see things from their perspectives. We are willing to give our time and energy to the community and are constantly searching for ways to improve the lives of those we serve.

Fairness and Transparency: We are committed to authentic, two-way communication, willing to listen without judgment and, with respect, express our point of view. We cherish diversity and inclusiveness, embracing the community with its input and feedback.

Commitment to Excellence: We provide the highest quality service possible, earning trust and exceeding expectations. We continuously learn from experience. We approach challenges with creativity and flexibility.

Accountability: We are responsible for the quality and outcomes of the programs we provide, for explaining why deviations from reasonable expectations may have occurred, and for responding responsibly at all times, especially when errors in behavior or judgment have happened.

ICC is an Equal Opportunity Employer and is committed to further building and maintaining a staff that reflects the full range and diversity of our community. Not only do we embrace and celebrate the diversity of our community members, but we also strive for the same in our employees. ICC is committed to equal employment opportunity regardless of race, color, ethnicity, ancestry, religion, national origin, gender, sex, gender identity or expression, sexual orientation, age, citizenship, marital or parental status, disability, veteran status, or other class protected by applicable law. We are looking for a diverse applicant pool and strongly encourage women of color, persons with disabilities, immigrants, members of the LGBTQ community, and people from low-income and working-class backgrounds to apply.

Compensation: \$60,000 to \$70,000 based upon experience.

If interested, please send a resume and cover letter to FSCHiring@ironboundcc.org with the subject line “Director, Family Services”