



JOB VACANCY NOTICE

December 2, 2009

Director Center for Benefits and Services M-9

Center for Benefits and Services (CBS)

The Center for Benefits and Services draws together CSS's organizational expertise in technical assistance provision for community-based organizations, public benefits advocacy, and direct services for individuals and families. The Center's philosophy is that the alleviation of key hardships is the first step toward helping families get on a pathway out of poverty. Work supports for low-income working families, such as tax credits, housing subsidies, medical benefits, food stamps and child care, among other benefit programs, can make the difference for many families and allow them to avoid catastrophic crises, and help build economic security.

CBS provides comprehensive public benefits information and technical assistance to nonprofit organizations throughout New York City. The Center engages hundreds of social service professionals in its series of in-depth trainings offered year-round as well as providing individualized consultation services. The Center produces several publications - manuals, guides, and brochures on public benefits, including the [Public Benefits Manual](#), a comprehensive guide on over 70 benefit programs. In addition, the Center partners with other nonprofit organizations to provide individual client services through one-on-one case management across a range of areas, including cash grants, benefits, housing, and health insurance navigation and advocacy. CBS works in coordination with CSS' research and policy experts, providing them with valuable feedback and input as well as "trend spotting" toward policy solutions.

Position Description

Director – Center for Benefits and Services

Reporting to the Vice President for Program Services, the Director will be responsible for the operational success of the Center for Benefits and Services ensuring team management and development, quality program delivery, and evaluation. With a program budget of \$1.4 million and a staff of 10, the Director will initially develop deep knowledge of each Center component and operations, and will focus on program leadership and management, building external relationships, and program evaluation. The Director will lead the Center's expansion efforts.

Responsibilities

Program Leadership, Management & External Relationships

Develop, enhance, and implement the Center's goals and objectives

Identify the Center's growth potential; develop and operationalize strategies to take the Center to the next level of growth

Recommend timelines and resources needed to achieve program goals and expansion efforts

Ensure ongoing programmatic excellence

Demonstrate consistent quality of administration, fundraising, communications, and systems management

Attract, develop, and coach high-performing team members

Engage in a hands-on collaborative approach to executing the work of the Center

Work collaboratively with other department managers to integrate cross program activities and functions

Manage relationships with partner organizations and develop new partnership opportunities

Expand revenue generating and fundraising activities to support the Center's current work and future expansion efforts

Use external presence and relationships to identify and build new opportunities

Program Evaluation

Develop the necessary systems and tools to support the collection of program data

Conduct ongoing analysis of program data

Ensure that key program outcomes are evaluated and leveraged for maximum community and organizational impact; develop dissemination system

Qualifications

Advanced degree in a relevant field, with at least 5 years of management experience, preferably in a poverty reduction, work force development capacity

Strong project management skill managing complex, multi-faceted projects resulting in measurable successes and program growth

Action-oriented, entrepreneurial, adaptable, and innovative approach to program management

Strong written and verbal communication skills; a persuasive communicator with excellent interpersonal and multidisciplinary project skills

Strong analytical skills

A team player, who can interrelate and operate effectively with others within a collegial, yet demanding, work environment,

Solid judgment and apparent leadership skill

Salary – Starting in the mid-\$80K's

Please send, resume, detailed cover letter responding to job responsibilities and qualifications, and salary requirements to:

**Community Service Society of New York
Human Resources Department CBS-2
105 East 22nd Street, New York, NY 10010
Fax 212-614-5336 or email ocolon@cssny.org**

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