

**PATHWAYS COMMUNITY CENTER
POSITION DESCRIPTION**

POSITION TITLE: PATHWAYS COMMUNITY CENTER DIRECTOR

FLSA STATUS: Exempt

REPORTS TO: Pathways Board of Directors Chair

LOCATION: Pathways Community Center

PREPARED BY: Pathways Governance Committee

DATE: February 2021

APPROVED BY:

DATE:

SUMMARY:

Working under the direction of the Pathways Board of Directors, the director will be responsible for the daily oversight and management of the Pathways Center. Responsible for all aspects that relate to coordinating with various agencies to provide to clients a “continuum of care path” to self-sufficiency. Serve as facility director and member/partner agencies coordinator for the community center.

SPECIFIC RESPONSIBILITIES:

1. Serve as the chief liaison between the Pathways Board, the Pathways staff, and the partner agencies including member/partner agencies located at the center. Operate the facility fully within the authority and guidelines directed by the Board.
2. Direct, manage and coordinate activities for the facility and staff by overseeing the daily operations including hiring, training, discipline and evaluation of personnel, oversees and monitors customer services; ensure that processes and procedures are effective and efficient with expected outcomes for maximum customer service results.
3. Interact with all the member/partner agencies at Pathways along with other service providers and community organizations to foster a true collaboration and coordinated efforts. This includes assuring member/partner agencies follow Pathways policies and procedures. Serve as the conduit for the Pathways member/partner agencies regarding concerns to the Pathways Board.
4. Create procedures and formulate policies necessary to ensure the efficient and effective operations of Pathways. Oversee execution of procedures to meet objectives set by board of directors and funding sources.
5. Manage the income and expenses of the Pathways operations within an approved annual budget. Collaborate with the board to develop/prepare an annual budget. Assist in tracking daily, weekly, monthly, and yearly expenses, etc.
6. Collect, complete, report and submit timely and accurate data/documents necessary for board review/approval and to meet legal obligations, funding requirements, etc. Ensure the maintenance of complete and accurate client files to include service referrals, documented progress towards goals, requests for assistance, etc. Maintain records of activities and contacts with member/partner agencies.
7. Seek Pathways Center funding by pursuing grants and other resources. Collaborate and coordinate efforts with the board to seek community funding including Pathways sponsored fund-raising events.
8. Monitor and maintain Pathways’ professional image in the community and on social media. Represent Pathways at events and provide information as requested, including verbal presentations.

9. Oversee and manage all contracts related to the general operations of the Pathways Center, including security and overall maintenance to ensure compliance with the assurances set therein and to meet objectives set by board of directors.
10. Perform other duties as they may be assigned from time-to-time by the board.

PRE-EMPLOYMENT QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

1. A Bachelor's Degree required in Social Work or related field. Master's Degree preferred.
2. At least two years experience working with homeless or low-income populations, including persons with mental health disabilities and substance abuse problem.
3. Awareness of interviewing and referral techniques in assisting participants including demonstrated knowledge of programs and services available for low-income in York County and surrounding areas.
4. Possess the ability to meet, work, and interact with all segments of the community. Proven ability working with a board of directors.
5. Proven ability to secure grants and other funding, including planning for fund-raising events/campaigns.
6. Knowledge of facilities operation procedures and at least 2 years' experience working in social services or other comparable facilities.
7. Possess the ability to write reports, correspondence, grant applications, and procedure manuals.
8. Demonstrated knowledge and proficient use of MS Office Software Applications, especially Excel, Word and Internet, and demonstrated data entry ability. Ability to learn and use specific software applications applicable to the position, i.e. HMIS.

OTHER SKILLS AND ABILITIES

- Ability to operate office equipment that includes desktop computer, printer, calculator, copier, fax machine, multi-key telephone system, scanner, etc.
- Ability to type at least 40 words per minute.
- Ability to calculate figures and amounts such as discounts, interest, averages and proportions, percentages, area circumference, and volume. Ability to apply concepts of basic algebra.

REASONING ABILITY

- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

LANGUAGE SKILLS

- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures and government regulations.
- Demonstrated ability to effectively present information and respond to questions in building relationships with all agency partners, clients, stakeholders and the general public.
- Demonstrated ability to compose correspondence, create and interpret reports and procedure manuals.
- Bilingual ability, i.e. Spanish, is preferred.

CERTIFICATES, LICENSES, REGISTRATIONS

- Valid Driver’s License, Proof of Auto Insurance and Reliable Transportation that may be used in the performance of duties.

PHYSICAL DEMANDS

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this job, the employee is regularly required to walk, stand, crawl, bend, stoop, climb, use hands to finger, handle, or feel; and reach with hands and arms. The employee frequently is required to sit and talk, hear. The employee may occasionally lift and/or move up to 40 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, and depth perception.

WORK ENVIRONMENT

- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- Comfortable with fast-pace and fairly independent/autonomous working environment. While performing the duties of this job, the employee is occasionally exposed to outside weather conditions. The noise level in the work environment is usually moderate.

SPECIFICATIONS

- The information presented indicates the general nature and level of work expected of employees in this classification. It is not designed to contain, or to be interpreted as, a comprehensive inventory of all duties, responsibilities, qualifications, and objectives required of employees assigned to this job.
 - Must be dedicated to the Pathways mission and work cohesively with the board of directors.
 - Must be able to prioritize, multi-task, meet deadlines, and remain organized and focused on the outcome to move families and individuals along a “continuum of care path” towards self-sufficiency. Must possess an ability to communicate results to varied audiences.
 - Strong sense of ethics, professional boundaries, and an inviting demeanor. Display of diplomacy/tact and optimism are essential
 - Displayed respect for the homeless and low-income population.
 - Patience, flexibility, and adaptability are also important. The person in this position must be able to tolerate differences of opinion and have appreciation for diversity.