



JOB DESCRIPTION

OUTREACH DIRECTOR	FLSA Status: Exempt
Latest Review Date: 2.2025	Department: Family Services
Effective Date: 2.2025	Reports to: Chief Executive Officer (CEO)

POSITION SUMMARY

Responsible for developing and supervising all programmatic operations, administration, implementation, and coordination of the Family Services department associated programs and Food Pantries in addition to oversight of the Family Development and Self-Sufficiency (FaDSS) Coordinator's operation of the FaDSS program. Represent NEICAC in public relations capacities, providing educational program and agency presentations to outside organizations. This position may perform regular duties at alternative sites with the permission of the CEO.

ESSENTIAL DUTIES AND RESPONSIBILITIES, OTHER DUTIES MAY BE ASSIGNED:

Agency:

- Must maintain confidentiality at all times.
- Must always represent NEICAC in a positive and professional manner.
- Must attend training as requested to demonstrate a continued effort to grow professionally.
- Adhere to all policies as an employee of Northeast Iowa Community Action Corporation.
- Attend all agency-wide training.
- Must travel extensively within the service area and occasionally out of service area.
- Establish a collaborative and communicative relationship with fellow staff.
- Engage in the facilitation/operation of other committees within the agency as assigned.
- Must be punctual and dependable in completing assignments, and meeting report deadlines; daily attendance is essential.

Program Specific:

- Responsible for outreach office operations, including addressing technical assistance troubleshooting, supply needs, postage reports, contractor procurement, landlord communication, program records, and physical inventory.
- Represent the agency and programs in various public relations capacities to provide educational program presentations to interested professionals, outside agencies, and organizations.
- Develop, plan, and direct customer service-focused social services programs, including an outreach program serving communities that align with the agency's vision, mission, and values.
- Provide and/or coordinate staff training and guidance for Family Services-administered programmatic regulations and procedures. Train staff to ensure service delivery aligns with agency's vision, mission, and values.
- Conduct routine staff touchpoints, training, and meetings.
- Monitor and approve Family Services Program expenditures, to include completion and submission of all program reports and monthly funding requests in a timely manner.
- Monitor overall program budget for the FaDSS Program.
- Must be knowledgeable of designated program expectations, regulations, and overall agency operations and ensure staff are informed of changes in program requirements and procedures.

- Develop and implement an outreach office coverage plan and closure communication plan, including NEICAC's online chat system staff coverage.
- Ensure chat and case reviews via the NEICAC online chat system are prompt and customer service friendly.
- Coordinate with FaDSS Coordinator to ensure continuity of services for FaDSS families during Specialist absences and vacancies.
- Coordinate with the LIHEAP & General Relief Director to ensure that staff receive the necessary training and resources to effectively implement LIHEAP programming.
- Responsible for system development, staff training, and ongoing oversight of in-house Customer tracking system for Family Services-specific programs.
- Gain and maintain familiarity with in-house Direct Assistance processing system(s) to provide direct customer service, training to Family Services staff, and conduct application and payment processing.
- Create demographic and services reports using data pulled from Customer software systems.
- Write, submit, and manage ongoing grants for Crisis and Food Pantry programs, including required grant report submissions.
- Responsible for compliance with and completion of annual Community Services Block Grant (CSBG) reports and organizational standards.
- Assure all Family Services (Food Pantry, Crisis Program, other programming) and FaDSS program compliance requirements are met, providing financial management and oversight of operations.
- Supervise data entry and reporting associated with in-kind and monetary donations that support the Family Services Department within the Agency Donor Management System.
- Participate in agency-wide initiatives such as strategic planning and reporting.
- Assist the CEO with strategic and programmatic Board reports.
- Attend NEICAC Board of Directors and grant requirement Board Meetings in addition to grant review committee hearings, grant award ceremonies and other events as needed.
- Develop collaborative and communicative relationships with program department directors and outside public and private organizations to create beneficial partnerships.
- Seek funding opportunities and assist CEO to expand, develop new programs, and leverage program funding.
- Regularly meet with or provide program updates and needs to CEO.
- Assist with ongoing management of the agency's social media outsourcing strategy.
- Demonstrate effective interpersonal skills, sensitivity, and rapport-building techniques while recognizing cultural diversity to empower Family Services staff in their efforts to advocate for and establish trusting relationships with clients.
- Gain expertise in Results Orientated Management Accountability (ROMA) specific to Community Action Agencies, achieve and maintain ROMA certification.
- Coordinate with leadership staff to develop ROMA-focused agency outcomes.
- Engage in quarterly call with FaDSS State Program Manager and FaDSS Coordinator.
- Review and approve payroll, travel and other administrative requests for all subordinate staff.
- Encourage and provide opportunities for staff to grow professionally.
- Serve on various committees and boards as appropriate.
- Participate in selection and interviewing of potential Family Services Department employees.
- Prepare and conduct performance evaluations for subordinate staff as required by NEICAC.
- Develop, implement, and manage the ongoing initiatives of the Lead Family Services Specialist to provide support to Family Services Operations.

SUPERVISORY RESPONSIBILITIES

Directly supervise FaDSS Coordinator and all Family Services Department staff. Must be able to address interpersonal barriers and strengths in employees, empower those receiving supervision, offer criticism in a constructive manner and develop in-depth understanding of employment and labor laws. Support and enhance staff's ability to perform their jobs by teaching and modeling technical knowledge and skills, work management, communication skills and conflict management skills.

REQUIREMENTS

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 accommodation may be made to enable individuals with disabilities to perform the essential function.

EDUCATION AND/OR EXPERIENCE

High School Diploma or GED, combined with 5-7 years of experience in Social or Human Services, including supervisory roles, direct service provision to low-income populations, and oversight of funding and operations required. A bachelor's degree with 3-5 years of experience in Social or Human Services, including supervisory roles, direct service provision to low-income populations, and oversight of funding and operations required is preferred.

PRACTICAL SKILLS

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of the organization. Ability to apply basic math skills to basic tasks. 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. Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

CERTIFICATES, LICENSES & REGISTRATIONS

Must have valid driver's license and carry Iowa minimum levels of automobile insurance. Must satisfactorily complete a Criminal Records Check.

Must successfully complete child and dependent adult abuse training within the first six months of hire and maintain certification.

Must complete OMB Uniform Guidance training.

Must complete the Certified Community Action Professional (CCAP) process within five years of hire. A training plan or schedule for this is to be submitted by the second year of employment. Updating and maintaining the CCAP certification is also required.

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 accommodation 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 sit; use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is frequently required to stand. The employee is occasionally required to walk; climb or balance; stoop, kneel, crouch, or crawl and taste or smell. The employee must regularly lift and /or move up to 10 pounds, frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 45 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

The above statements are intended to describe the general nature and level of work being performed by the person assigned to this position. Principal accountabilities are intended to describe those functions that are essential to the

performance of this job, and "other" accountabilities include those that are considered incidental or secondary to the overall purpose of this job.

This job description does not state or imply that the above are the only duties and responsibilities assigned to this position. Employees holding this position will be required to perform any other job-related duties as requested by management. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.

EMPLOYEE SIGNATURE

My signature below acknowledges that I have received, read and understand the above job description. I understand that this document does not create an employment contract and that I am employed by **Northeast Iowa Community Action Corporation** on an "at will" basis.

Signature _____ Date_____

Print Name _____