



JOB DESCRIPTION

OUTREACH DIRECTOR	FLSA Status: Exempt
Latest Review Date: 01.2026	Department: Family Services & LIHEAP
Effective Date: 01.2026	Reports to: Chief Operations Officer

POSITION SUMMARY

Responsible for strategic leadership and oversight of the Family Services Outreach department, including food pantries and the LIHEAP program. The Outreach Director will ensure program compliance, data-informed operations, effective grant management, and collaboration across departments in accordance with NEICAC's Mission, Vision, and Values. Additionally, the Outreach Director will serve as the General Relief Program Director in designated counties.

NEICAC's Core Values are Growth, Adaptability, Respect, Responsive, Compassion, and Collaboration. The Outreach Director is expected to exemplify these core values and to implement departmental policies and procedures that reflect and promote them in service delivery.

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.
- This role may involve performing regular duties at alternative locations.
- 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.

Key Responsibilities:

Department Oversight & Leadership

- Responsible for overall operation of the Family Services department, Embrace Iowa Program, Crisis Program, Food Pantries, LIHEAP program, and General Relief program.
- Oversight of LIHEAP Coordinator's role in carrying out the LIHEAP program within the Family Services Department.
- Oversight of Family Services Coordinator's role in leading the Embrace Iowa Program, Crisis Program, and Food Pantries through the Family Services department.
- Develop, plan, and direct customer service-focused social services programs aligned with NEICAC's Vision, Mission, and Values.
- Must be knowledgeable of designated program regulations and overall agency operations, ensuring staff are informed of changes in program requirements and procedures.
- Ensure development and implementation of outreach office coverage plan and closure communication plan, including NEICAC's online chat system staff coverage.

- Participate in agency-wide initiatives such as strategic planning and reporting.
- Assist Chief Executive Officer with strategic and programmatic reports for the Board, stakeholders, and/or community partners.
- Develop collaborative and communicative relationships with program department directors and outside public and private organizations to create beneficial partnerships.
- Attend Board meetings as needed.
- Attend or arrange agency representation at grant-related events (board hearings, presentations, award ceremonies, etc.)
- Seek funding opportunities and assist the organization to expand existing programming, develop new programs, and leverage program funding.
- Regularly meet with and provide program updates and needs to Chief Operations Officer.

Data & Performance Management

- Monitor collection of accurate data and use data to drive programming and operations.
- Develop and monitor Key Performance Indicators (KPIs) for the department in collaboration with the Chief Operations Officer (COO).
- Responsible for compliance with and completion of Community Services Block Grant (CSBG) plan/application in addition to data collection and reporting requirements (plan/application, mid-year, annual, organizational standards).
- Responsible for facilitation and completion of the CSBG Community Needs Assessment.
- Create demographic and services reports using data from customer software systems.
- Obtain and maintain ROMA certification; coordinate ROMA-focused agency outcomes.
- Serve as system expert for NEICAC in-house customer database(s)
 - Provide training and support to the LIHEAP Coordinator and Family Services Coordinator/Specialists as applicable.
 - Conduct routine system activities necessary for carrying out NEICAC programs and services within the system to include adding, editing, and/or removing programs, referral sources, funding sources, vendors, etc.
 - Oversee system enhancements, facilitate troubleshooting for errors, and become familiar with system support features.
 - Develop training and technical assistance materials to support NEICAC users working within the system.
 - Conduct routine monitoring and quality assurance review of data within the system.
 - Develop familiarity with report functionality to build, run, edit, and share desired data sets.

Financial & Compliance Oversight

- Monitor and approve Family Services program expenditures.
- Review General Relief applications and process approvals.
- Complete and submit all program reports and monthly funding requests, ensuring submissions are accurate and timely.
- Monitor overall program budget of the Family Services Department, LIHEAP Program, and General Relief Program.
- Ensure compliance within Family Services programs (General Relief, Embrace Iowa, Food Pantry, Crisis Program, LIHEAP etc.).
- Monitor processing of Crisis (Embrace Iowa, General Relief, Utility Monies), LIHEAP, and Food Pantry expenditures to ensure timely payments are issued to vendors. Establish and enforce appropriate processing timelines and assist with processing as needed.
- Ensure supervision of data entry and reporting for in-kind and monetary donations that support the Family Services Department within the Agency Donor Management System.

Grant Management

- Write, submit, and manage ongoing grants for general agency needs and Crisis and Food Pantry programs.
- Facilitate outcome tracking and submit required grant reports.
- Seek and apply for new grant opportunities in alignment with existing NEICAC programs and services.
- Seek funding opportunities for new initiatives which support the NEICAC Community Needs Assessment and agency Mission, with approval from the Chief Operations Officer and Chief Executive Officer.

Staff Oversight

- Provide direct supervision and support to the LIHEAP Coordinator and the Family Services Coordinator, conducting routine touchpoints, training, and meetings.
- Provide and/or coordinate staff training and guidance for Family Services-administered programmatic regulations and procedures. Train staff to ensure service delivery aligns with the agency's Mission, Vision, and Values.
- Review and approve payroll, travel, and administrative requests for subordinate staff.
- Monitor staff performance and complete performance evaluations for the LIHEAP Coordinator and Family Services Coordinator.
- Participate in the hiring process for LIHEAP Coordinator and Family Services Coordinator positions.
- Encourage professional growth opportunities for staff.

SUPERVISORY RESPONSIBILITIES

Directly supervise LIHEAP Coordinator and Family Services Coordinator. Must be able to address interpersonal barriers and strengths in employees, empower those receiving supervision, and offer criticism in a constructive manner. 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 is preferred.

PRACTICAL SKILLS

- Ability to lead multiple programs and staff with a focus on mission-driven outcomes.
- Skilled in strategic planning, program development, and organizational leadership.
- Strong decision-making and problem-solving skills for complex operational issues.
- Ability to interpret and apply federal, state, and local compliance requirements.
- Skilled in developing and implementing policies and procedures to ensure program integrity.
- Proficiency in data-driven decision-making and KPI development.
- Ability to analyze demographic and service data to identify trends and improve operations.
- Familiarity with outcome-based reporting.
- Strong budgeting and financial oversight skills for multi-program operations.
- Expertise in writing, submitting, and managing grants.
- Proficiency in managing and troubleshooting database systems.

- Ability to train staff on system use and develop technical assistance materials.
- Skilled in generating reports and ensuring data accuracy and quality assurance.
- Strong interpersonal and communication skills for staff supervision and external partnerships.
- Ability to manage competing priorities in a fast-paced environment.

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 _____