

Associate Executive Director for Community Services, Queens Community House



Summary of the Position

Queens Community House (QCH), one of the borough's premiere social service organizations, seeks an **Associate Executive Director (AED) for Community Services**. As a member of the QCH Executive Team, reporting to the Executive Director, the AED for Community Services will lead and shape the overall vision and strategy of the division, and contribute to the strategic leadership of a multi-site and multi-service settlement house.

QCH serves racially and economically diverse neighborhoods of Queens and highly encourages applications from people of color and diverse identities. QCH is committed to equal employment opportunities to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, disability, genetic information, marital status, amnesty, or status as a covered veteran in accordance with applicable federal, state and local laws.

QCH is seeking a dynamic leader with broad experience in the human services field. The AED for Community Services is responsible for shaping the overall vision and strategy for the division. The AED will work closely with the division's leadership team to weave together a powerful collection of support services including: Housing and Eviction Prevention; Family Support; Adult Education and ESOL; Immigration Legal Services; Family Child Care Network; and a community engagement initiative in a public housing community. The division exemplifies the QCH goal to strengthen communities and inspire change.

The AED will be capable of leading the next phase of the Community Services division's growth by generating new ideas, building from opportunities, and thinking systematically and strategically about operations. Candidates should have demonstrated the ability to balance competing priorities including contract compliance, budgeting, programmatic excellence, talent management and partnership development. Strong departmental systems and strategic delegation of tasks will be critical to success in this role.

The ideal candidate is someone who:

- Embraces and promotes QCH's Mission and Vision;
- Acts as a champion for the wide range of Community Services at QCH and citywide;
- Offers significant experience in the human services field; experience with public housing residents, holistic case management services, adult education, housing, and/or childcare is strongly preferred;
- Brings a successful track record of managing and supporting supervisory staff;
- Has a working knowledge of program evaluation and a proven track record of managing excellent programs;
- Has experience crafting and managing budgets with a focus on quality and constituent services;
- Has the skills and entrepreneurial energy to seek out opportunities for innovative and sustainable program enhancements;
- Is eager and able to cultivate and maintain successful relationships with external stakeholders;
- Has experience strategizing, writing, and editing funding proposals as part of a team; and
- Has the confidence and humility to collaborate with and add value to a strong team.

Primary Responsibilities

- Directly supervise four (4) members of the Community Services Leadership Team, oversee a growing division with a current budget of approximately \$6 million and roughly 40 employees;
- Oversee the Pomonok Initiative and Family Support to ensure collaboration with other QCH divisions;
- Work with the QCH Executive Team to integrate a wide array of programming to best meet the needs of the families and communities served;
- Build strong relationships with external service providers, elected officials, the media, and other community institutions;
- Manage programs with a deep commitment to excellence and lead continuous quality improvement efforts for all community services programs;
- Develop and implement a strategic growth plan for the division that aligns with the organization's strategic plan alongside the Executive Director and the Chief Strategy Officer;

- Support the government and foundation fundraising strategy for the Community Services division working with the Executive Team;
- Develop, implement, and manage program and division budgets strategically for optimal use of resources in support of QCH's mission and vision with the support of QCH's fiscal team;
- Provide contract oversight and ensure contract compliance;
- Represent QCH on citywide and statewide advocacy efforts and with technical assistance providers and other intermediaries to ensure QCH and participant concerns are heard and addressed;
- Share responsibility for the success of QCH's Community Engagement team;
- Work with Board of Directors as needed to connect Board members to programs; and
- Share responsibility with Executive Team for agency leadership, including planning, program development, staff development, fundraising, public relations, community building, and resource development.

Compensation and Benefits

The first-year salary range for this position is \$120,000 to \$130,000 plus a benefit package that includes medical/dental/vision offerings, life insurance, flexible spending accounts, and a 403b plan. QCH values health and wellness too and as such staff can earn up to 27 annual leave days (22 in your first year), 12 sick days, and enjoy most federal holidays as well as an array of professional development opportunities.

QCH's Community Services

The Community Services division is at the center of QCH's efforts to integrate programming that supports whole households, with a focus on services for adults, families and whole communities, including:

- Housing – eviction prevention and other assistance for low-income tenants;
- Family Support – holistic case management;
- Adult Education – English for Speakers of Other Languages and citizenship classes;
- Immigration Legal Services – paralegal services;
- Family Child Care Network – supporting a network of independent family childcare providers; and
- Pomonok Initiative— community engagement/anti-poverty services for a public housing community.

About QCH

QCH's programs serve residents of all ages, classes, races and ethnicities while supporting the viability of neighborhoods and the borough as a whole. Its mission is to provide individuals and families with the tools to enrich their lives and build healthy, inclusive communities. QCH provides programs for children, teens, adults and older adults at 32 program sites in 14 different neighborhoods across the borough, serving 25,000 people each year. QCH's annual operating budget is approximately \$28 million.

QCH's programs are designed to promote equal access to opportunity for low-income and immigrant families, and to break down barriers of race and class by serving a broad array of Queens residents. QCH is a modern interpretation of the traditional settlement house, with a focus on integrating its diverse programs to better serve individuals, families, and whole communities. QCH is a strong and growing agency deeply committed to social and economic justice, cost-effective management, impact measurement, and continuous improvement.

Staff Vaccination Policy

To help maintain the health and safety of the Queens Community House community, all staff are required to be up-to-date with vaccinations against COVID-19, unless an employee qualifies for an exemption for religious, personal, or medical reasons. As part of an offer of employment, the final candidate is required to be vaccinated as a condition of employment, unless an exemption applies.

To Apply

QCH is a passion-led, mission-driven organization, one that looks to continually enrich the lives of its diverse member community. Please consider joining QCH.

QCH has engaged Schall & Russo Planning Works, LLC to assist with this search. Interested candidates should email (noting "QCH, AED, Community" in the subject line) a thoughtful cover letter and resume, in confidence, to: Steven Schall, Schall & Russo Planning Works, sschall@schallrusso.com