



<b>Job Title:</b>	Deputy Director
<b>Reports To:</b>	Executive Director
<b>Location:</b>	Agency-wide
<b>Status:</b>	Exempt, Full-time position
<b>Salary:</b>	Competitive salary and benefits package
<b>To Apply:</b>	Email resume and with a cover letter that summarizes how your experience and qualifications are a match for this position. Resumes without cover letters will not be considered. Do not call; no recruiters.

### **About Family Connections Centers**

Family Connections Centers develops strong, healthy families and to build thriving communities. Family Connections provides opportunities for families of different backgrounds to work together cooperatively, sharing cultures, values, knowledge, and resources.

Family Connections serves primarily low-income, immigrant working families and individuals in the Portola, Excelsior and surrounding neighborhoods of San Francisco. Our array of interconnected, participant-driven programs is designed to provide a comprehensive continuum of care from early childhood education to grandparent support groups and from family literacy to intensive case management. Our goal is to support and empower parents and caregivers to develop healthy families that will, in turn, create a thriving community in which to raise children.

### **Position Overview**

Family Connections Centers is seeking a strategic and collaborative “can do” leader to serve as the organization’s Deputy Director. This person will collaborate with the Executive Director as a thought partner to shape the strategic vision for the organization and support with the development of organizational programs, services, protocols and structures. Working with Directors and Managers in the departments, the Deputy Director will have oversight of Operations, Human Resources, Family Support programs, and the Excelsior Center.

The ideal candidate will have senior-level management experience in nonprofit organizations and solid experience or training in the field of Family Support, Community Development, and /or Early Childhood Education.

### **Primary Responsibilities**

- Provide oversight of the day-to-day operations of internal organizational activity, providing problem solving and management support
- Hold primary responsibility for development, implementation and monitoring of the programs, staff and budget for the Excelsior Center
- Direct Family Support programs including grants oversight, management staff, planning processes, goal-setting, and measurement/evaluation processes
- Ensure appropriate support, resources, communication and coordination between departments
- Lead, manage and monitor the organizational implementation of DEI best practices into organizational culture and operations
- Provide a strong leadership presence cultivating the values of the organization; supporting an inclusive and engaged work environment for diverse and talented individuals
- Work collaboratively with the Executive Director and the Leadership Team on agency-wide fiscal planning, budget preparation and fiscal oversight
- Direct and collaborate on HR leadership and management best practices
- Provide oversight of Information Technology and Facilities staff, infrastructure planning and implementation processes
- Develop and implement processes and infrastructure to enable operational efficiency, cross-functional coordination, communication, accountability, and timely decision-making
- Act as an engaging representative and advocate of the agency to local government, funding agencies and other entities, as needed and required



- Stay fully up-to-date on policy, compliance and other issues and best practices related to the work and mission of Family Connections Centers

### **Qualifications**

- Bachelor's degree or Graduate Degree in Public Administration, Business Administration, Nonprofit Administration, Social Work, Education, or related; or equivalent combination of experience and training
- Five or more years of professional, senior management experience including work as an Associate Executive Director, COO or within the non-profit sector
- Experience in planning and implementation of Family Support Programs and in social service principles and practices, including case management and counseling techniques
- An ability to drive the execution of plans cohesively across multiple departments and stakeholders and to measure against long-term goals. A strong track record of delivering results.
- Strong communications skills; ability to convey, both verbally and in writing, goals and objectives
- A proven team builder with ability to connect to staff both on an individual level and in groups; skilled at fostering trust and communication to contribute to a positive culture, promoting a management ethic of coaching and mentorship
- Demonstrated cultural humility and ability to communicate and interact effectively with people across cultures, ethnic groups, and identities.
- Commitment to equity, inclusion and social justice. Experience working effectively in cross-cultural situations, including with a diverse workforce and client groups/communities
- Demonstrated awareness, skills, attitudes, knowledge and understanding to deliver culturally responsive services
- High level of expertise and experience in community outreach strategies
- Knowledge and solid experience in budget development and fiscal management, including grants management is required
- Breadth and depth of experience in human resources, risk management, program development and evaluation, and staff supervision required
- Solid proficiency in MS Outlook, Word, PowerPoint and Excel required. Experienced in use of data bases for tracking/reporting, such as Salesforce
- Experience and success working in collaboration and partnership with public and private resources and communities; and in planning community outreach strategies
- Excellent written, verbal and interpersonal relationship building skills are essential
- Effectiveness in this role requires well developed skills in teamwork, problem-solving, flexibility and adaptability, time management, an exemplary work ethic and integrity. Coaching approach/skills are helpful
- The role requires a strategic and innovative thinker, able to hold "big picture" longer-term goals while focusing on short-term immediate goals and details essential to a well-run organization. Excellent organizational, project management, and planning skills.
- Strong critical and analytical thinking skills, with the ability to exercise good independent judgment.
- Highly effective in remote and/or place-based work environment; and agility as needed to move between remote/site-based work
- Knowledge of San Francisco and the neighborhoods of the Excelsior/the Mission and Portola is preferred

### **Work Environment**

This job operates in a professional classroom and office environment, and functions in a hybrid work environment, with some staff/programs occurring remote and/or on-site. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

### **Physical Demands**

While performing the duties of this job, the employee is regularly required to talk and hear. This position is very active and requires standing, walking, bending, kneeling, stooping, crouching, crawling, and climbing all day. The employee must frequently lift and/or move items over 25 pounds and on occasion may require lifting/carrying a



child or object up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.

**Family Connections Centers is an equal opportunity employer and values diversity, inclusion and respect.  
We welcome and strongly encourage applicants from all backgrounds.  
All qualified applicants will receive consideration for employment.**