

Community Action Center

Program Director

Organization: Community Action Center (CAC) is a community-based, non-profit, human services organization that provides and advocates for the basic needs of people and families throughout Rice County. Its programs create a robust safety net for low-income families and include food access, housing, employment services, clothing, emergency assistance, youth services, transportation, health care assistance, and more.

CAC provides drop-in resource centers where immediate response and support are available, and its thriving and abundant food shelves serve fresh, healthy, and culturally relevant food to thousands of households each year. CAC also administers multiple housing services spanning from emergency shelter to workforce housing, including ongoing support services with tenants. CAC's Recovery Support program helps individuals who are currently using or in recovery from substance use. Partnerships with local employers allow CAC to connect individuals to job opportunities and enhance job skills, and CAC's retail clothing store provides the entire community with access to affordable clothing.

Mission & Values: CAC's mission is to promote a healthy, caring, and just community for all people through resources, advocacy, and volunteer effort. To that end, CAC strives to be a trauma-responsive organization, providing services that embody the idea that people can adapt, heal, and even grow from traumatic experiences. Recognizing the effects that trauma has on individuals, families, and our society as a whole, CAC aims to reduce the impact of trauma on the lives that the organization touches by helping individuals to feel safe, connected and in control—over the course of many interpersonal interactions and in a variety of welcoming settings. Responding to the community in a trauma-responsive way is critical to the success of this position and to the mission of CAC.

CAC's resources and staff are integral parts of their communities and include partnerships with schools, businesses, faith communities, and other organizations. This extensive local network allows CAC to pursue community-engaged solutions, prioritize partnerships, and collaborate with thousands of volunteers. Currently, we are looking for a **Program Director** to help support the community-responsive work of CAC.

Job Title: Program Director

Reports to: Senior Director

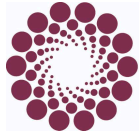
Primary Location: Northfield

Compensation: \$75,000-\$80,000

FLSA Status: Salary/Exempt

Hour Status: 40 hours

Job Summary: The position of **Program Director** will be a leader at CAC, championing and supporting the culture of a community-based, person-centered, and trauma-responsive organization. This position is primarily responsible for directing three distinct main programs composed of individual program managers and up to 25 staff at CAC. These programs are interconnected and provide basic needs assistance to community members accessing support from CAC through housing, employment, financial assistance, medical insurance, and general resource and referral. The position will strategically implement progressive internal policies while advocating externally for the needs of the Rice County community.



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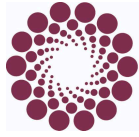
Primary Job Responsibilities: CAC's success depends on the ability of its staff and volunteers to adjust and adapt as they dynamically meet the needs of the community. Job responsibilities include but are not limited to:

Trauma Responsive Leadership

- **Relational Supervision:** Provide trauma-responsive support and supervision to a team of social workers, case managers, and other community advocate staff members within CAC's housing, recovery, and general advocacy programs in order to foster a culture of person-centered, relational case management, and positive experiences for all community members.
 - Responsible for the direct supervision of the CAC recovery, housing, and community advocate managers
 - Engage staff through ongoing communication and professional development opportunities and assist in the development of a relational management support framework to help shape individual and organizational professional development and behavior

- **Program Development:** Lead and shape programs that reflect CAC's mission of listening and responding to local community needs and solutions. CAC acknowledges this requires significant ability to leverage relationships and represent the organizational culture, which happens through program management.
 - Oversee and ensure safe and supportive programming through CAC's recovery, housing, and community advocacy programs located in CAC's resource centers and various community partner locations throughout Rice County
 - Manage, oversee, and ensure CAC's programming success with various awarded grants across multiple programs and locations
 - Work with grants director and operations manager to create and communicate clear internal work plans for purpose of successful grant implementation and data collection
 - Ensure operation solutions (client database, communication channels, etc.) are accessible, easy to use, and support the needs of staff
 - Engage regularly with key staff and advocacy council to ensure CAC's programming and services model are as community-responsive as possible
 - Ensure compliance measures are in place for funders including proper HMIS, WorkForce One, and Client Track data entry, paperwork and records, etc.

- **Collaborative external relationships**
 - Recovery Program: Provide leadership and work with community partners on representing CAC's recovery support efforts related to MOST (Mobile Opioid Support Team), Family Recovery Support Program, and other County-wide related Substance Use Disorder efforts
 - Housing Program: Work collaboratively with property managers, local police, and the criminal justice system to ensure health and safety within CAC's suite of housing services including buildings, apartment units, and hotel rooms. Work with managers to update and implement policies and procedures as needed
 - Identify barriers within local systems and regularly share this feedback with community organizations and partners working within the Rice County system



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General Responsibilities:

- Demonstrate commitment to CAC's mission: "To promote a healthy, caring, and just community for all people through resources, advocacy and volunteer effort."
- Employ trauma-responsive, person-centered care practices to create a safe and healing space, build relationships, foster agency and invest in the long-term wellbeing of participants
- Utilize crisis intervention and conflict resolution skills to support individuals and families in need
- Follow all mandated reporting laws for vulnerable adults as well as child abuse and neglect
- Attend and actively participate in regularly scheduled organization and team meetings and trainings

Work Environment and Physical Demands: While performing the duties of this job the employee is regularly required to walk, stand, bend, kneel, use hands to write, use computers. Employees are subject to a minimal noise level.

Qualifications: CAC is committed to finding the right person for the position, ideal candidates will possess many of the following qualities:

Required qualities:

- Understanding of social services and community resources
- Excellent interpersonal skills, including both verbal and written communication
- Experience working alongside diverse populations
- Bachelor's degree in human services or related field AND at least 4 years of experience in related field
- Highly organized and effective in a dynamic fast-paced environment
- Excellent ability to multi-task and troubleshoot issues
- Ability to work independently and as a member of a team
- Passion for equity and social justice

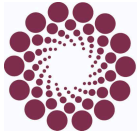
Preferred qualities:

- Bilingual in English and Spanish strongly preferred
- License in social work or other related field
- Strong knowledge of mental health and/or substance use disorders
- Experience working with survivors of domestic or sexual violence
- Experience working with individuals experiencing housing insecurity
- Familiarity with Rice County organizations and resources
- Proficient in Google Suite and Microsoft Office (PowerPoint, Word, and Excel)

Certificates, Licenses, and Registrations:

- Must possess and maintain a valid Minnesota driver's license
- Must possess Personal Auto Insurance
- Complete all required background and MVR checks

Compensation: The position is designed as a **full-time 40-hour/week, salaried, exempt position.** Compensation will depend on experience and qualifications with a starting salary of \$75,000-\$80,000 plus benefits (including a stipend for health care). CAC offers flexible work arrangements, professional development opportunities, and a chance to creatively build and implement innovative ideas.



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Equal Opportunity: CAC is an equal opportunity organization. CAC believes that the most efficient and effective workplaces include employees from diverse backgrounds. We strive to create a work environment where all employees and individuals, regardless of race, creed, color, religion, sex, national origin, age, marital status, political affiliation, sexual orientation, gender identity, disability, public assistance status or veteran status, can succeed and make an impact in the community.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed 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.

Application and Hiring Process: CAC will be interviewing on a rolling basis until the position is filled. To apply, please submit a cover letter, resume, and contact information for three professional references to employment@communityactioncenter.org. Inquiries and questions can be sent to this same e-mail address or by contacting CAC's Project Manager, Lisa Percy, at percy.lisa@communityactioncenter.org or 507-664-3506. Only qualified candidates will be contacted.