



Job Title: Associate Director, Community Resiliency Programs

Schedule and FLSA: Exempt, 40 hours/week

Pay Range: \$90k - \$95k Salary

Location: San Francisco, CA 100% in-person

Mission: [The Booker T. Washington Community Service Center](#)'s mission is to empower the lives of our community by offering individuals and families the services and support they need to become self-sufficient. The oldest Black-led, Black-serving organization in San Francisco, BTWCSC has been a beacon of support and light for the Fillmore/Western Addition community for more than a century. Serving over 3,500 people a year, we work to reduce economic and racial disparities by serving as a one-stop hub that provides affordable housing, education, senior services, family stabilization, workforce development, and community building. BTWCSC is an anchor institution and is one of the few urban spaces where anyone in the community can access comprehensive services, from a hot meal to childcare to academic support to senior services. The Center is located at 800 Presidio Ave in San Francisco, CA.

Position Summary: The person selected for this position will be under the direct supervision of the Deputy Director and will be responsible for ensuring all Community Resiliency programs are successful, which includes the Food Justice Program, Senior Wellness Program and Community Wellness Program. This role plays a key part in managing program staff, directing and designing program activities and leading evaluation and reporting.

BTWCSC Community Resiliency Programs are improving the wellbeing of Black/African American individuals and families in San Francisco by increasing access to health, healthy food, age-appropriate activities and social services. These programs support physical health, mental health, spiritual and cultural activities that promote community building, strengthening social networks of support, and providing opportunities for healing. As well as creating opportunities for early identification, and interventions for youth, seniors and families struggling to overcome trauma, depression, addiction, and other health and mental health problems. Ideal candidates will reflect the BTWCSC core values of compassion, collaboration, grace and grit and are responsible for complying with all BTWCSC policies and procedures.

ESSENTIAL DUTIES:

- Work with BTW Senior Leadership on staff management, program design and management, and grant administration for all programs under Community Resiliency: Food Justice, Senior Wellness and Community Wellness programs.
- Manage and mentor 3 Program Managers and 3 Coordinators under BTWCSC's Community Resiliency umbrella. Including;
 - **Food Justice Program:** overseeing program, strategy and operations
 - Identifying and implementing further efficiencies in program offerings, such as weekly fresh market pantry, produce boxes and hot meals offerings.
 - Work with existing vendors and identify new vendors who can help us meet grant, program and participant goals for our food justice programming.
 - Oversee manager and coordinator day to day operations and support them in growing the program in a sustainable way.

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- Further program design and growth including participants, partners and funding.
 - **Senior Wellness Program:** overseeing program, strategy and operations
 - Further build out participant experience and retention, designed to grow the program.
 - Help identify funding opportunities for older adult programs and participate in the grant writing process.
 - Support events and program activities as we continue to test and refine what best serves participants, helping to identify areas to streamline and make offerings more efficient.
 - Further program design and growth including participants, partners and funding.
 - **Community Wellness Program:** overseeing program, strategy and operations
 - *This is one of our newest programs and a huge emphasis of this role is building out this program more including program design, participant engagement and management, partnerships and supporting the clients already under our case management from other internal programs.*
 - Conduct regular meetings with community-based organizations, law-enforcement and public health partners, advancing a best practice for community healing and wellness in neighborhoods disproportionately impacted by violence and trauma.
 - Provide direction and leadership to strengthen trauma-informed relationships between local communities with a particular focus on youth and intergenerational wellness strategies while overseeing case management.
 - Develop opportunities for early identification and interventions for families struggling to overcome trauma, depression, addiction, housing and food insecurity and other health and mental health problems.
 - Further program design and growth including participants, partners and funding.
- **Day to Day:**
 - Be loyal, trustworthy, confidential, and dependable, creating a solid day-to-day leadership presence and management for the Community Resiliency Programs.
 - Vet and manage a slate of BTW wellness subcontractors on the effective implementation of wellness, stabilization and therapeutic programs and services.
 - Provide ongoing leadership and support for real-time problem-solving and crisis management as it relates to the health and wellness ecosystem of the BTW and greater neighborhood including in response to community violence or trauma, food insecurity and isolation.
 - Lead and support program managers to serve their program participants with a high degree of empathy while offering high quality programs and services.
 - Perform other duties as assigned.
- **Strategic:**
 - Work under the direction of the Executive Director and Deputy Director in designing a set of trauma-informed policies and processes to support community and peer wellness programming, stabilization activities and a menu of social services, related to community healing.
 - Lead program design for Community Resiliency programs with an emphasis on growing impact, numbers and partnerships. With a particular focus in building out the program and team for Community Wellness Program. *Program development, design and management is an integral part of this role.*
 - Compile and submit monthly and annual data and reports to funding partners and City agencies on a timely basis as well as monitor impact reporting improvements and optimizations.

JOB QUALIFICATIONS:

EDUCATION/KNOWLEDGE/EXPERIENCE:

- Must be 18 years of age or older.
- B.A./B.S. in nonprofit, social sciences or human services required, M.A. preferred
- Program Director, Social Worker, Case Manager and Therapist background is a strongly preferred
- High EQ and self awareness required
- 5-7+ years of professional experience in family health, community wellness, public health and/or civil rights, nonprofit senior leadership, program management and supervisory experience
- Knowledge of San Francisco's neighborhoods, particularly public housing communities as a current or former resident, or community stakeholder
- Existing relationships with SF stakeholders, understanding of citywide systems, demographic trends, and experience in supporting families of color with low incomes in navigating resources and systems within the City and County of San Francisco
- A proven record of effectively planning, organizing and using resources to take action
- A deep knowledge of program directing, project management and client or community-centered engagement tools and methods
- Expertise in implementing culturally responsive programs, policies and/or systems that celebrate diverse traditions and cultures
- Experience building trust, and developing relationships with families in underserved communities of color
- Proficiency in Google Suite and Microsoft Office suite (Office, Excel, PowerPoint) and ability to organize and synthesize qualitative and quantitative data for presentations
- Driver's License required + have a valid license, current insurance, and a clean driving record; able to pass a defensive driving course
- Must have CPR/First Aid certification (or willing to obtain certification)
- Work a flexible schedule to meet Center needs
- Supervising clients and serving as a positive role modeling through all interactions with program participants
- Learn, follow and enforce BTWCSC guidelines related to internal policies

Certification, Licensure, Training: Applicants must complete all requirements of this job such as SafeServ and Child Reporter Training.

PROFESSIONAL EXPECTATIONS: In addition to the responsibilities, candidates will exhibit and represent behaviors consistent with the expectations within the BTWCSC competency guidelines listed below..

- Demonstrates a desire to serve others and fulfill community needs for vulnerable populations
- Works effectively with people of different backgrounds, abilities, opinions, and perceptions.
- Builds rapport and relates well to others.
- Makes sound judgments, and transfers learning from one situation to another.
- Embraces new approaches and discovers ideas to create a better member experience.
- Strives to meet or exceed goals and deliver a high-value experience for members.
- Pursues self-development that enhances job performance.
- Demonstrates an openness to change, and seeks opportunities in the change process.

PHYSICAL REQUIREMENTS: Must be able to move 35 pounds safely. Must be able to effectively review documents. Must be able to adequately communicate to respond to members and interact with the public. Must be able to remain in a stationary position during shift. Physical requirements are also typical of those needed in an office environment.

SCHEDULE: Regular business hours, Monday – Friday, 9am to 6pm. Occasional night or weekend hours as needed. Additional hours required for program activities include, but are not limited to, BTW events, evening and late-night duty, field trips, and/or staff meetings; a calendar will be provided in advance.

HEALTH & SAFETY: BTWCSC has implemented an org-wide vaccination requirement that requires all new staff to be fully vaccinated before their first day of work. We have made this decision for the safety of our participants and employees and to enhance our ability to continue to provide the vital services we offer to our participants. As part of the onboarding process, new hires will be asked to submit proof of vaccination status prior to their first day of employment. If you are unable to get vaccinated against COVID-19 for medical or religious reasons, you can request reasonable accommodation. An interactive meeting will be scheduled to discuss your request.

Benefits and Compensation:

BTWCSC offers a competitive compensation package with paid time off and holidays, generous health and retirement benefits, and a salary commensurate with experience. This position is full time and exempt with an annual salary range of \$90,000 to \$95,000 plus a full benefits package, including:

- 100% employer covered excellent health, dental, and vision benefits
- Paid time off, including 15 days paid vacation, plus holidays and Center breaks/closures
- Workers compensation;
- Employee assistance program;
- Monthly wellness benefit after 90 days;
- Access to daily meals;
- Commuter benefits;
- Life and disability insurance
- 401(k) with employer contribution
- Professional development opportunities, including conferences, seminars, webinars, and trainings

BTWCSC is an Equal Opportunity Employer, committed to hiring a diverse workforce. All openings will be filled based on qualifications without regard to race, color, sex, sexual orientation, gender identity, national origin, marital status, veteran status, disability, age, religion or any other classification protected by law. Pursuant to the San Francisco Fair Chance Ordinance, we will consider for employment qualified applicants with arrest and conviction records.

To Apply:

- People of color and candidates with lived experience are strongly encouraged to apply.
- Please submit the following:
 - Cover letter detailing your fit and qualifications for the position
 - Resume or CV
 - Minimum of 2-3 references including at least one recent supervisors
 - Application submission screening will be completed on a rolling basis.