

## **Middle Management Position Available**

**COMPANY NAME:** Coalition for Hispanic Family Services

**JOB TITLE:** Site Director, Family Enrichment Center

**REPORTING RELATIONSHIP:** Director of Community and Family Partnerships

**LOCATION:** Bushwick, Brooklyn

**DATE AVAILABLE:** Immediately

### **About Coalition for Hispanic Family Services (CHFS):**

CHFS is a community- based, family-focused organization of color providing an array of services to children and families in North Brooklyn and Western Queens. For over 33 years, CHFS has worked with vulnerable populations that include children in foster care, seriously emotionally disturbed children and youth, and families at risk of abuse and neglect. Our strength-based model also supports progressive youth development programs, family support services and community school partnerships. The provision of accessible, high-quality family focused services to families of color is central to our holistic approach of strengthening families in a culturally competent manner. Our family-centered work serves to strengthen communities' one family at a time.

### **About Family Enrichment Centers (FEC):**

FEC's are warm and welcoming community gathering places where any family or individual can come for support, information, and to participate in and/or lead activities (called "offerings"). Each FEC is a unique, home-like setting designed with and for community members where they can connect as neighbors, contribute to their community, and support one another. FECs are based on the premise that community members design and drive the FEC's activities or offerings. The FEC works with families and community members to develop offerings that promote one or more Family Protective Factors, to increase well-being.

FECs build on family and community strengths, are guided by the community's interests, dreams, goals, and desires, and do so without being intrusive or using a case management approach. FECs do not follow a traditional social service delivery approach. They are 100% voluntary, safe spaces that welcome all, and respect each person's privacy and their ability to decide how, when, and how often to interact with an FEC.

**Position Overview:**

The FEC Site Director is responsible for the day-to-day operation of the FEC, funded by the New York City Administration for Children Services (ACS) with Coalition for Hispanic Family Services (CHFS) serving as the backbone agency. The Site Director embodies and creates a culture of openness, creativity, and flexibility, values the importance of community voice, is a true partner and servant leader in the community and is committed to social justice. The Site Director will also ensure the FEC is run with fidelity to the model, serve as a liaison to ACS, and implement co-design and co-implementation strategies. The Site Director will be expected to participate in learning collaboratives with other FEC Directors and stakeholders across the city and to collaborate with ACS and external partners to develop and implement quality assurance and quality improvement mechanisms. The Site Director is a member of the CHFS management team.

**Responsibilities:**

- Manage budget of FEC in partnership with FEC Advisory Council/Board and CHFS backbone agency
- Manage hiring, training, and coaching of FEC staff/team members
- Identify and recruit community members via a series of virtual and in-person meetings who are interested in being part of the FEC and engage them in discussions about community needs, assets, and strengths to inform the FEC vision and offerings
- Participate in the identification and securing of a physical space for the FEC and ensure that the space is co-designed with the community to be a welcoming, encouraging, and positive environment
- Bring the model of co-design to life by ensuring that members have substantial roles in creating a vision for the FEC and designing offerings that promote one or more of the seven Family Protective Factors (Resilience, Relationships, Knowledge, Support, Communication, Economic Mobility, & Community)
- Develop and support an Advisory Council/Board of FEC members to guide the strategic vision for the FEC, and participate in management decisions, reviewing financial reports and budgets, and other activities
- Create a culture of teamwork and collaboration among staff, FEC members, and Advisory Council/Board members that is built on equity, inclusiveness, and non-hierarchical decision making

- Supervise a team of Community Liaisons and Family Advocates to (1) build partnerships with community organizations and public institutions to raise awareness of the FEC, bring expertise to complement FEC offerings, and help members connect to local resources, and (2) conduct outreach to community members, engage them in co-designing offerings, promote and participate in offerings, and engage participants in QA/QI of offerings
- Create a culture of equity by ensuring that FEC team members interface with community members as partners - *not clients* - and a culture of respect built on the belief that families and communities possess the inherent strengths and knowledge needed to succeed given the right access to opportunities and support
- Maintain consistent communication with the New York City Administration for Children Services (ACS) Division of Child and Family Well-Being team to discuss progress and ensure that all contractual responsibilities are being adhered to
- Ensure that the FEC creates its own identity within the Bushwick community promoting community strength, as is the mission of CHFS
- Leverage additional resources through in-kind donations, pro-bono services, and additional funding opportunities
- Participate and engage the FEC team in learning collaborative(s) facilitated by ACS with other FEC teams from across the city
- Support ongoing quality assurance and quality improvement to assess FEC impact and ensure fidelity to frameworks of equity, co-design, Appreciative Inquiry (AI), and protective factors by working with FEC members, ACS representatives, contracted agency staff, and/or consultants
- Complete other duties as assigned and required

#### **Required Skills:**

- Knowledge of – and commitment to – the Bushwick community
- Outstanding community organizing, collaboration, and advocacy skills
- Management skills in collaborative team environments that include supporting both paid and volunteer team members, managing budgets, and monitoring milestones and outcomes
- Ability to develop program outcomes and measure progress
- Commitment to and ability to implement strategies related to cultural competency, equity, diversity and inclusion
- Strong people skills, facilitation skills, and the ability to connect with people with diverse and intersecting identities
- Strong verbal and written communication skills
- Attention to detail and follow-through.
- Proven analytical and problem-solving skills.
- Must use and understand computer equipment, printers, scanners, fax, telephone, internet, Microsoft Office Suite (Word, Excel, Publisher, Outlook), and other software as needed.

- Data entry efficiency required.
- Ability to perform multiple tasks effectively in a fast-paced, challenging, and constantly changing environment

**Preferred Skills:**

- Knowledge of one or more of the FEC frameworks (equity, co-design, Appreciative Inquiry, Family Protective Factors) or other frameworks/approaches with similar components
- Fluency in a language other than English commonly used in the Bushwick community

**Travel:**

Day travel related to outreach activities required.

**Degree & Experience Qualifications:**

Minimum qualifications include a master's degree in social work, community organizing, family development or related fields and five (5) years of relevant experience; a bachelor's degree and seven (7) years of relevant experience; or a high school diploma and at least eleven (11) years of relevant experience. Relevant experience includes managerial, supervisory and/or leadership roles in community organizing, community-led programs, coalition building, or other community-driven service delivery. Experience can be a combination of professional, paid experience, or verifiable volunteer experience. Ideal candidates will have experience with urban communities of color, be from or have a deep connection with the Bushwick community.

**Salary:**

Salary based on experience and qualifications. Excellent benefit package, ample vacation, and sick days. RANGE: \$70,000-\$80,000.

**TO APPLY, PLEASE SEND RESUME AND COVER LETTER TO [spenaortiz@hispanicfamilyservicesny.org](mailto:spenaortiz@hispanicfamilyservicesny.org). APPLICATIONS WITHOUT A COVER LETTER WILL NOT BE CONSIDERED.**

**Coalition for Hispanic Family Services is an  
Equal Opportunity Employer committed to diversity in the workplace  
and leadership opportunities for people of color.**