

## Job Announcement

<b>Position:</b> Director of Community Services	<b>Department:</b> Office of Home Energy
<b>Location:</b> Charles County	<b>Employment Status:</b> Full-Time
<b>FLSA:</b> Exempt	<b>Grade:</b> 16
<b>Weeks Worked:</b> 52	<b>Revised:</b> 9/23/2021
	<b>Compensation:</b> \$58,926 to \$88,390
	<b>Work Per Week:</b> 40 + hours Monday – Friday, some evenings/weekends
<b>Opening Date:</b> September 28, 2021	<b>Closing Date:</b> Until filled

**Summary of Job Description:** The Director of Community Services reports to the Director of Housing and Community Development and is responsible for the overall operation of the Energy, Emergency Food department, and Employment Training Services (CDL). Under the guidelines established by funding sources and SMTCCAC, Inc., duties involve hiring and supervising program staff, ensuring program objectives are met, developing, and maintaining a process to monitor and evaluate the program, and coordinating activities with other agency programs. Oversee compliance with contractual and regulatory requirements to avoid sanctions and other negative actions. Maintain working knowledge of OHEP regulations, pertinent legislation, etcetera. Managing customer satisfaction surveys and complaints. Responsible for oversight of Office of Home Energy and Emergency Food programs, Employment Training Services. Responsible for outreach and recruitment activities for all programs and am responsible for identifying, securing, and managing grant opportunities. The Director of Community Services will be responsible for all reports related to the community service block grant.

**Summary of Requirements:** *Bachelor's Degree* in Social Work, Human Services, or related field required (master's degree preferred) and three years of experience in human service program management and supervision. Experience working in the nonprofit sector is preferred. Experience working with budgets, personnel management, customer database management, grants management/writing required. A strong background in program management, personnel management, and community engagement is required. Other experience requirements include resource development; grants management oversight of major programs; budget, planning, effective working relationships at the federal, state, regional, and local governmental levels; excellent written, verbal, and technology-driven communication and presentation skills; public speaking; and effective team-based leadership.

Must have skills using Microsoft Word, Excel, Outlook, or other software applications to retrieve data, create spreadsheets and reports. Must always maintain confidentiality. Ability to plan, organizes, and prioritizes assignments to independently meet deadlines and complete tasks accurately, under the pressure of constant interruption. Demonstrated ability to analyze problems/issues, gather data and information, evaluate, and recommend alternative solutions, or effect solutions with a tolerance for ambiguity and change, when necessary.

Communication skills to communicate effectively and professionally using tact and diplomacy with the internal and external communities. Demonstrated team-building skills to establish and maintain good working relationships with colleagues and staff, emphasizing tact, diplomacy, flexibility, collaboration, professionalism, and discretion. Knowledge of budget planning, preparation, and administration to make realistic, equitable fiscal decisions, present and defend budget concerns persuasively. Writing and grammar skills to independently draft correspondence about various subject matters' operations, policies, and procedures.

**Responsibilities and Duties:**

Monitor and administer budgets and grants.

Maintain required files, records, and complete reports.

Oversee and review the client application process, determine program eligibility.

Investigate any complaints.

Supervise and evaluate program staff.

Implement CAP60 within Energy Assistance.

Maintain coordination with other agencies.

Attend all meetings as required.

Attend various conferences, task force meetings, and related functions.

Seek funding to continue operations of Program activities and support.

Identify and secure funds for program operations, expansion, and continuation.

Prepare monthly programmatic and any reports required by funding sources.

Participate in internal and external monitoring reviews.

Develop programs, tools, and implement complex projects, to support the network in their strategic policy engagement, with a focus on TEFAP and other commodities

Develop and implement initiatives and programs that support strategy to promote legislative and regulatory actions that increase food, funds, and resources for network members and individuals facing food insecurity.

Other duties as assigned.

**Licenses or Certificates:**

None

**Special Requirements:**

State and Federal Bureau of Investigation Criminal Background Check, National Sex Offender Public Registry Check, Current Certified Driving Record, Physical, Tuberculin PPD Tine Test at the time of employment, and annually, or by physician requirement, thereafter, and Pre-Employment, Random, Post-Accident Drug, and Alcohol testing. Must be available to meet with customers in the evenings or Saturdays as needed.

**Physical Demands:**

Work requires limited physical effort.

**Applications Accepted by Mail and Online**

**Mail to:**

SMTCCAC, Inc. - Human Resources Dept.  
P.O. Box 280 Hughesville, MD 20637

**Online at:**

[www.smtccac.org](http://www.smtccac.org)

**Required Documents:** The following documents are required based on job: In addition to your application and resume, please provide a copy of your degree and/or a copy of your college transcripts. Applications and Documents submitted with missing information will not be considered. Do not send applications via Fax.

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P.O. Box 280, Hughesville, Maryland 20637



Tel: 301.274.4474