



Deputy Director Position Profile

Classification: Exempt
Status: Full-time
Location: 7900 E Baltimore St, Baltimore, MD

A Unique Opportunity for Impact

With a new strategic plan, an energized leadership team and recognition as a leader in Baltimore County in providing services for those impacted by economic challenges, Community Assistance Network (CAN) is seeking a Deputy Director who is passionate about delivering high quality services and who can help to lead CAN into the future. This is a unique opportunity to join a dedicated and dynamic team that provides critical support to hundreds of families and thousands of individuals in Baltimore County across a spectrum of services. In partnership with a high performing leadership team, Executive Director and Board of Directors, the Deputy Director will help to manage and build CAN's programming and operations and will support the meaningful impact of CAN throughout Baltimore County.

About the Community Assistance Network

CAN is a Baltimore County-based non-profit organization, established in 1965 as part of a national network of over 1,000 Community Action Agencies organized to fight the "War on Poverty".

CAN's mission is to work in partnership with the community to develop, operate, and support programs that reduce vulnerability and promote personal growth, dignity, stability, and self-sufficiency among people in Baltimore County experiencing economic challenges.

CAN's services today include management of Baltimore County's Eastside Family Shelter (which also houses a Men's Shelter), located in Rosedale, and Westside Men's Shelter, located in Catonsville, case management and job development for shelter residents, the operation of a recently renovated and expanded Community Choice food pantry in the Dundalk area serving all residents of Baltimore County, and five Community Resource Outreach Centers which offer services including eviction prevention, rent, security deposit, and utility assistance, SNAP application processing, after-school programming, and budget counseling, and affordable housing programs, including permanent supportive housing, rapid-rehousing, case management and aftercare services to encourage continued success in housing. Where CAN does not provide direct service, the organization is part of a strong network of providers and connects individuals and families with other organizations for support.

Position Summary

The Deputy Director role is an exempt, full time position, that functions as a strategic partner to the Executive Director and Board of Directors at CAN. The Deputy Director is responsible for ensuring smooth implementation of the organization’s business management, providing program guidance, supervising staff, providing oversight to contracts, grant proposals and reports, communicating with partners, providing substantial financial management and financial and operational planning. This position plays a key role in hiring and performance management at CAN.

Position Overview

Position reports to:	Executive Director
Direct reports:	Shelter Director Social Work Supervisor Director of Community Resources Director of Community Choice Pantry Director of Housing Programs and Services Street Outreach Manager
Other key relationships:	Baltimore County, Partner Organizations
Position location:	CAN’s main office is located at 7900 East Baltimore Street
Travel:	Some travel to CAN operating locations in Baltimore County
Compensation and Benefits:	Base salary range: Competitive and commensurate with experience. At CAN, we believe every employee should have the resources to be their best. As part of our overall rewards, we offer benefits programs designed to help you maintain a healthy lifestyle including health, dental and vision insurance. We also offer other benefits like paid time off, financial and savings programs, 401k employer matching, and access to our employee assistance program and other discounts.

Key Responsibilities

Organizational Oversight

- In partnership with the Executive Director, oversees all of CAN’s operating and programmatic functions.
- Leads and provides insight into critical organizational decisions.
- Assesses needs of operating, business and functional units and allocates resources to highest priority needs.
- Ensures that organizational policies and procedures are being met.
- Directly and through direct reports ensures that CAN’s programs and administration are operating in compliance with local, state, and federal laws and regulations as well as funding restrictions and commitments.

Program Oversight

- Directly and through program leaders lead the design, development, and implementation of CAN's programs.
- Provide support and problem solving across all program areas.
- Serves as key liaison to Baltimore County and other program partners; develops, engages, and involves program leadership whenever possible.
- Ensures compliance with programmatic procedures through observation, supervision, and testing.
- Develops procedures and reviews and approves program and organizational reports to ensure reports are completed and current.
- Evaluates strategies and programs to measure the achievement of established goals.

Financial Oversight

- In partnership with the Executive Director and CAN's financial leadership, manages CAN's financial performance and reporting, anticipating risks and needs and developing appropriate budgets and plans.
- Directly and through direct reports, supports the preparation of budgetary recommendations that meet departmental goals, monitors and maintains compliance with budgets, assist in the preparation and review of grant reports, reimbursement requests, etc., and provide for effective management of all resources.

Ideal Candidate Profile

Summary

The ideal candidate is a seasoned nonprofit leader who will quickly earn the respect of CAN colleagues and partners for their ability to manage multiple priorities in a quick paced and critical support structure for those most in need in Baltimore County, the State of Maryland, and more. This individual will work decisively and with empathy in overseeing CAN's operations, including internal functions and a variety of programming, and will be a strong, direct, and diplomatic communicator with staff, clients, program partners and CAN's key partners at Baltimore County. The Deputy Director will bring deep expertise in human services, and in particular homeless services best practices, and identify and implement innovative solutions to ensure that the complex needs of CAN's constituents are being met. This individual will be a strong leader of leaders, identifying opportunities for development and engagement for their direct reports and staff at CAN more broadly.

Leadership Competencies

The Deputy Director at CAN is expected to demonstrate the following leadership competencies:

Sound Decision Making

- Possesses strong intellectual curiosity and the ability to quickly, analytically, and critically evaluate information to determine relative strengths and weaknesses of ideas and solutions. Comfortable managing ambiguity and balancing action with the appropriate level of risk.

Functional Expertise

- Demonstrates highly developed subject matter knowledge and thought leadership in anti-poverty, homelessness, food, and housing services. Stays abreast of trends in the field and appropriately disseminates knowledge throughout the organization.

Cultural Competence

- Models' inclusion and champions equity by effectively engaging people of diverse cultures and backgrounds. Invests in building organizational capacity for inclusion and equity by maintaining an environment that is bias free.

Disciplined Execution

- Anticipates near- and long-term future needs and coordinates the establishment of actionable plans to achieve measurable objectives, setting high standards for the organization and holding self and others accountable. Ensures adequate capabilities are present and effectively allocates and deploys resources, time, and people.

Builds Talent

- Develops and maintains high-performing teams and coaches' other leaders to develop their own leadership capabilities. Ensures all leaders and team members to challenge and support each other while respecting others' unique roles and contributions.

Skills/Qualifications

- At least ten years' experience managing human services programs and facilities.
- Strong administrative and leadership experience.
- Effective interpersonal, verbal, and written communication skills.
- Ability to develop and plan programs.
- Experience in preparing an annual budget; monitoring expenditures; analyzing variances; initiating corrective actions.
- Computer literacy and proficiency in Microsoft Office Suite programs (specifically Word and Excel); efficient with data entry.
- Ability to work well under pressure.
- Ability to understand programming and services documents.
- Strong organizational skills.
- Valid State ID or Driver's license; transportation required.
- Experience with a Community Action Agency is a plus.
- Experience working in the Baltimore area is a plus.

To Apply

Please submit your resume and a cover letter to mphelps@canconnects.org

AAP/EEO Statement

Community Assistance Network is an equal opportunity employer.

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.