



Job Opportunity: Director of Social Impact

Organization

At The Community House, we believe that enriching people's lives gives them the ability to build strong and connected communities. By providing equitable access to recreation, the arts, theater, volunteer activities, education, and counseling services, we make a difference in the lives of thousands of people throughout DuPage and Western Cook counties.

Position

The Director of Social Impact is a dynamic and collaborative leader responsible for planning and administering the functions of the Social Service operations of the organization. The role includes oversight of the day-to-day operations of the Counseling Center and our programming in the Willowbrook Corner neighborhood, which entails after school programming, summer camps, recreation activities, and community partnerships.

As a member of the Leadership Team, the Director will be involved in strategic thinking, evaluation of programmatic offerings, and implementation of systems and processes needed to provide excellent services. The Director of Social Impact will work closely with partner organizations to multiply overall impact on the community.

This position reports to the Executive Director and interacts frequently with the Social Services Committee of the Board of Trustees. The Director of Social Impact oversees the roles of:

- Community Engagement Specialist, Willowbrook Corner
- Staff Therapist(s) (FT and PT)
- Counseling Intern(s)

Specific responsibilities include:

Administrative:

- Develop and lead the budget development process and maintain a high level of fiscal responsibility
- Coordinate with Executive Director and Grant Writer to manage relationships with funders, including writing clinical and departmental components of grant requests and grant reports
- Track and report monthly key performance indicators
- Develop and update department-specific policies and procedures in accordance with all regulatory and industry requirements and ensure staff are trained in such
- Manage relationships with community leaders and partner organizations

Leadership of Program Development:

- Responsible for reviewing program offerings on an ongoing basis and developing new programs as needs emerge, including implementation and supervision of such programs
- Commits to promoting a supportive and empowering culture by providing ethical leadership and management guidance to a team that provide service to the public and clients
- Lead overall program development, strategic plan, and service delivery across our social service operation
- Establish annual program and departmental goals and objectives and track results against these goals
- Develop and implement new initiatives that reflect the organization's mission

Human Resource and Clinical Oversight:

- Create and promote a high performing culture in the organization and all programs aligned with our mission and core values, effectively communicating to external and internal stakeholders
- Develop a team-based environment to motivate and inspire staff to work collaboratively toward vision and goal, by implementing yearly staff development plans and mentoring
- Develop performance management and evaluation programs to help ensure employees understand job responsibilities and how to achieve success in their role
- Direct client intake operations, ensuring that intake and clinician assignment is comprehensive, timely, and professional
- Mentor program leadership through direct supervision, training, and performance feedback
- Conduct chart reviews with each clinician, assessing clinical and medical documentation to ensure compliance with regulations and program standards
- Ensure compliance with all industry and professional standards and regulations, including therapeutic practices, client communications, clinical documentation, and billing practices

General

- As a member of the Leadership Team, regularly participate in organizational events
- Perform other duties and responsibilities assigned

Qualifications

The Director of Social Impact will have at least 5 years of professional experience, a master's degree in Social Work/Psychology or closely related field. LCSW licensure with ability to provide clinical supervision.

The Director of Social Impact will have the following experience and attributes:

- Demonstrated experience in staff leadership
- Strong relationship builder with excellent communication skills; experience in effectively communicating key data, including presentations to staff, senior management, board or other outside partners
- Strong people skills, with experience collaborating in a multi-disciplinary team
- Strong community awareness astuteness and experience working in community building
- Demonstrated commitment to the values of diversity, inclusiveness and empowerment
- Experience selecting, overseeing, and implementing new processes and systems to increase organizational impact
- Personal qualities of integrity, credibility, and a commitment to the mission
- Flexible and a self-starter; able to multi-task while also being highly detail-oriented
- Excellent organizational, collaborative, analytical, written communication skills
- Experience using Microsoft office suite

Compensation

Salary based on qualifications. The Community House offers an excellent benefits package including BCBS health insurance, dental/vision insurance, generous paid time off, retirement plan with organizational match, life insurance.

Please submit resume and cover letter to Dan Janowick, Executive Director, at djanowick@thecommunityhouse.org