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West Valley Community Services

Director of Client Services Job Opportunity

AGENCY OVERVIEW

West Valley Community Services (WVCS) is a well-respected nonprofit community-based agency that has been providing direct assistance and referral services to vulnerable residents of the west valley communities of Santa Clara County for almost 50 years. The mission of West Valley Community Services is to unite the community to fight hunger and homelessness. Our work is guided by the vision of a society where every person has food on the table, and every person has a roof over their head.

Our services include information and referrals, food pantry, homeless services, affordable housing, emergency financial assistance, family support programs, case management on site in Cupertino and via mobile pantry (Park-it Market) outreach to over 4,000 clients this past year from the west valley communities of Cupertino, Los Gatos, Monte Sereno, Saratoga, West San Jose, and the unincorporated mountain regions.

Over the past three years, WVCS has grown its annual operating budget from approximately $4 Million to over $8 Million. We have an endowment of just over $1 Million. Funding for the organization comes from various sources, including approximately 57% from government sources; 5% in earned income from housing programs; 17% from foundations and corporations; and 21% from individual donors, events, and investment income. The agency is well-positioned for success in weathering a bumpy economic climate.

WVCS has proven itself to be a resilient organization over the past three years while dealing with the impact of Covid and the resulting impacts on the economy and the most vulnerable residents of our community. During this period, we completed a successful capital campaign raising approximately $2 Million, enabling us to remodel our main facility, creating room for the ever-growing staff and a newly expanded market. We also launched the Park-it Market, our mobile food pantry, which takes our food and case management services to some of our most vulnerable residents in the community. The Park-it Market currently serves over six locations, including the community colleges of De Anza and West Valley, Santa Cruz Mountain communities, and several school locations with high needs.

WVCS is hiring for a Director of Client Services. The Director of Client Services is a WVCS executive management team member supervised by the Executive Director. The Director of Client Services will oversee the day-to-day operations of the Client Services department, manage a budget of 4 million, including a wide variety of government and private grants, and ensure program quality and contract obligations for the agency. The Director of Clients services will oversee five core programs and supervise four managers. The Director of Client Services also works closely with the Finance Director and Chief Development and Communication Officer.

For more detailed information on the organization, programs, accomplishments, and upcoming events, visit our website at www.wvcommunityservices.org.

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THE IDEAL CANDIDATE

WVCS seeks a candidate with experience in clinical supervision and program management. A candidate who can further the mission and advocate for the thousands of vulnerable low-income residents who look to WVCS each year for assistance. The successful candidate will be a strategic thinker who can provide direction to the client services department, demonstrate the ability to implement new programs, and expand existing programs to meet the needs of our community. Candidates should demonstrate value-based leadership with strong management skills to mentor, support and guide the Staff in achieving agency objectives and day-to-day operations of the Client Services department.

Essential Requirements

The ideal candidate will possess many of the following skills and experience:

- A minimum of three years of experience leading a team of three or more employees.
- MSW or MFT with a minimum of three years of experience in program management is preferred
- Experience in grant management, tracking, reporting, renewal, and research, primarily federal and local government grants (HUD, FEMA, County of Santa Clara, city contracts).
- Strong experience in social services and/or nonprofit management and understanding of the needs of our service area, mission, and core programs
- Strong interpersonal skills with a demonstrated ability to work collaboratively and with the flexibility to ensure organizational success in a dynamic environment
- Exceptional communication skills, including writing, public speaking, effective utilization of social media, meeting facilitation, consensus building, and team building

Candidates will also need to:

- Be willing and able to work occasional nights and weekends as needed to support Board, Staff, agency, and community events
- Provide his/her own car, proof of insurance, and a valid CA driver's license or other means to travel throughout the South Bay.
- Work with people from diverse backgrounds and/or with language barriers
- Employees must be fully vaccinated and up to date or must submit a request for exemption. New employees must be at least partially vaccinated within two weeks of their first shift at WVCS and provide proof of vaccination.

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SALARY/COMPENSATION:
Salary Range: $105,000 - $110,000.

Compensation: WVCS is prepared to offer a competitive total compensation package that includes medical, dental, and vision benefits for the employee, up to 3% matching contributions to a 403(b) retirement plan, and generous paid time off and holidays. Note: relocation and/or housing assistance are not available.

This is a full-time, exempt position based in Cupertino, CA.

Email Cover Letter and Resume to
WVCS Jobs – hr@wvcommunityservices.org [Please indicate "Director of Client Services" in the subject line of the email]

Deadline for Applications: Friday, March 24, 2023,

Anticipated Start Date: May/June 2023

DUTIES AND RESPONSIBILITIES:

Program Management 35%

- Ensure quality, effectiveness, and compliance of all Client Services programs.
- Oversee agency compliance and use of HMIS (Homeless Management Information System) and the Salesforce Client Database.
- Ensure practical program evaluation, including oversight of the annual client experience survey.
- Oversee program development, including government contracts, grant requests, compliance, budgets, and internal controls.

Staff Management 35%

- Hire, train, supervise, and evaluate Client Services management and support team.
- Facilitate and participate in regular department and/or program meetings.
- Ensure the effectiveness of internship programs.
- Supervise volunteers, as needed, for hands-on projects and administrative support.

Administration 15%

- Assist the Executive Director and Finance Director in developing the agency's annual budget and tracking program expenses, including pass-through funds.
- Ensure all programs develop and maintain policy and procedure manuals.
- Ensure maintenance of data quality for client databases.
- Ensure monthly reconciliation of gift cards, bus passes, laundry quarters, and other non-cash client assistance.

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- Coordinate financial reporting and invoicing with accounting staff, and track program expenses.
- Compile and maintain necessary statistical data and prepare written reports and presentations.
- Maintain monthly program statistics and provide reports to the Executive Director, Board, and funders.
- Work with the Executive Director to renew existing grant proposals and apply for new funds.
- Conduct internal file audits on programs.

Outreach & Advocacy 10%

- Represent WVCS and promote the agency's work by attending various City Council and Commission meetings, attending community events, and maintaining contacts with supporters, local businesses, service organizations, and the media.
- Maintain awareness of hunger, housing, and homelessness issues, including changes in local, state, and federal policies and regulations.
- Participate in initiatives to promote affordable housing in Cupertino, Los Gatos, Saratoga, West San Jose, Monte Sereno, and Santa Clara County.
- Represent WVCS and attend meetings with collaborative partners, community groups, and funders.

Other 5%

- Assist with agency projects, fundraisers, and events.