



Community Response Director Job Description

POSITION TITLE: Community Response Director

REPORTS TO: Executive Director

STATUS: Full Time – 36 hours

JOB SUMMARY: Responsible for expansion and overall functioning of Community Response (CR) system, a voluntary system of support and services for children, young people, and families. Duties include supervision of CR staff, expanding CR throughout the Columbus Area United Way (CAUW)/Community and Family Partnership (CFP), implementing best practices, utilizing data to drive decisions, and providing excellent services with cultural humility and equity. Identifies system gaps and engages others through collective impact to fill gaps. Reports to Executive Director.

QUALIFICATIONS:

- Required bachelor’s degree in business management, communications/marketing, human services, social services, nonprofit project management or related field preferred.
- Minimum of three (3) years in positions with progressively increasing responsibilities related to program management, data collection and coordination.
- Minimum of three (3) years of supervisory skills and team building.
- An analytical mindset with great problem-solving abilities.
- Excellent computer skills including Microsoft Excel, and Outlook, database management systems.
- Capable of multitasking in a dynamic, fast-paced office environment.
- Excellent verbal communication skills with excellent diligence and organization.

PERFORMANCE REQUIREMENTS:

- Responsible for CAUW/CFP Community Response (CR) system which includes but is not limited to:
 - Supervise Central Navigators and Coaches and guide to access resources to promote stability for CR clients.
 - Review, revise and update CR policies as needed.
 - Cross-train as CR Central Navigator and Coach for back-up purposes.
 - Assure CR documentation, data collection, timely documentation, etc., is completed according to policy.
 - Assist with Thriving Families, Safer Children initiative and secure lived experience people to partner with, assist with meeting preparation and meetings.
 - Co-create monthly CR staff meeting agendas with Navigators and Coaches. Lead CR staff meetings.
 - Inform the Executive Director of all problems or unusual matters of significance coming to his/her attention so that prompt corrective action can be taken where appropriate.
 - Lead CR staff to have conversations with CR families such that families self-identify personal empowerment goals and create a plan to reach their goal.
 - Lead CR coaches and Central Navigators to build on strengths of families to influence and grow protective and promotive factors which strengthen families and promote positive outcomes.

Other

- Perform other duties as assigned.

Staff Signature: _____ Date: _____

Supervisor Signature: _____ Date: _____