



A City of Philadelphia
AmeriCorps initiative

ASSISTANT DIRECTOR OF SUPPORTIVE SERVICES

Job Description

Organization Summary

EducationWorks engages children and young people by providing high quality educational programs that make the school day whole and reengage disconnected young adults to education and career readiness. Recognizing that each child has unique needs, our staff works directly with community and school leaders to identify challenges and create customized programs that will have the greatest impact. From in-school programs to out-of-school time and AmeriCorps service, youth from six years to adulthood are positively impacted by EducationWorks programming. ***EducationWorks creates Opportunities for Learning and Skills for Life.***

About PowerCorpsPHL

Launched in September 2013, PowerCorpsPHL is a City of Philadelphia AmeriCorps initiative, operated in partnership with EducationWorks. PowerCorpsPHL engages disconnected young adults and returning citizens to enter and succeed in career pathways by using service as the strategy to provide career-connected education and paid, work experiences. Working closely with partners in the public and private sector, PowerCorpsPHL members engage in a 12-month phased, experience tackling pressing environmental challenges in Philadelphia and developing the skills required to secure meaningful work.

Successful staff and leaders within PowerCorpsPHL embrace their affiliation with AmeriCorps and share a number of common characteristics: commitment to the mission and goals of the program, dedication to their role in achieving those goals, and willingness to work across teams to create and maintain a strong program culture capable of creating opportunity and overcoming challenges.

Position Summary

The Assistant Director of Supportive Services is responsible for the development, execution, and oversight of the systems that support corps members and alumni in building self-empowerment and removing barriers to self-sufficiency. The Assistant Director of Supportive Services will lead a team of 2 staff focused on corps member and alumni interventions. The Assistant Director of Supportive Services reports to the Executive Director of PCPHL.

Duties and Responsibilities

- Develop and oversee the system of support services provided related to basic needs stabilization (ex. food access, housing, health and wellness, childcare, personal finance, legal assistance, etc.) including:
 - Building of referral network
 - Enrollment and referral processes

- Evaluation of effectiveness
- Supporting our members in the criminal justice system, including the connection to expungement services
- Lead the Supportive Services Team, providing supervision to 2 staff members and refining our interventions based on best practices from the field
- Design and implement staff training and orientations related to support services systems and resources
- Develop and implement the communication and documentation practices related to corps member and alumni interventions, services utilized, and outcomes
- Collaborate with the PCPHL Leadership team and all programmatic staff to inform and implement support services provided to corps members and alumni
- Contribute to program development and enhancements from the supportive services lens.
- Support data and evaluation metrics and measurement efforts.

Qualifications

- Commitment to the mission of the EducationWorks and PowerCorpsPHL
- Strong writing and strategic thinking skills
- Strong communication skills; comfortable representing the organization in meetings and larger venues
- Excellent interpersonal skills and desire to work as part of a team
- Excellent self-direction and ability to take ownership and drive responsibilities through to completion
- Ability to work independently, solve problems and be flexible
- Experience developing and leading projects that involve multiple stakeholders
- Willingness and desire to participate in unexpected projects
- Excellent organizational skills; proven competence with collection and management of documentation and paperwork
- Flexibility, professional demeanor, ability to respond calmly and positively to rapidly changing situations
- Demonstrated commitment to diversity and cross-cultural issues
- Comprehensive computer programming (Microsoft Word and Excel) and data reporting
- Experience with database management and recording/tracking of data
- Comfort with Microsoft Office Suite 365 and Google Products (Hangout, Docs, etc.)

Education & Experience:

- Master's degree in Social Work or related field with a minimum of three years experience working with Opportunity Youth and/or similar high risk population, OR
- Bachelor's degree in Social Work or related field with a minimum of 6 years experience working with Opportunity Youth and/or similar high risk population
- Ability to establish and foster relationships with multiple cross sector partners and to work as a part of a collaborative team
- Minimum two years experience in program or policy development
- Minimum two years experience with local social services agencies or public benefits access
- Minimum two years experience in managing a team

Physical Requirements

Ability to physically perform the duties required and to work in the environmental conditions required such as

- Traveling to work sites – valid driver’s license and/or access to transportation when necessary
- Maneuvering in an office space-reaching file cabinets, filing, faxing, scanning, coping, typing, mailing, and making phone calls
- Must be able to sit for up to four (4) hours looking at a computer monitor, using a keyboard and mouse and typing
- Must be able to lift up to 20 lbs

Application Instructions

Please submit a resume and cover letter to PowerCorpsPHL@educationworks.org with the subject line as “Position Title_Last Name” (ex. AD Supportive Services_Smith).