

Job Description

Title:	Senior Director of Youth Services	Full-Time/ Part-Time:	Full-Time
Department	Youth Services	Hourly/Salary:	Salary
Work Schedule:	35 hours per week	Regular/Temporary/Seasonal:	Regular
Exemption:	Administrative	FLSA Classification:	Exempt

Organization Overview:

The Stanley M. Isaacs Neighborhood Center (Isaacs Center) is a non-profit, multi-service organization focusing primarily on the needs of children and low-income families, out-of-school and out-of-work youth, and aging New Yorkers. We operate at community centers located in the neighborhoods of East Harlem and Yorkville, and seek to deliver programs that are impactful, innovative, and intergenerational.

Position Summary:

The Isaacs Center is seeking a highly motivated candidate to ensure the effective management of the daily operation of program units and cross-functional teams within the Isaacs Center's Youth Portfolio [School Age and Adolescent Services and Education and Workforce Development.] In this role, the Senior Director of Youth Services (Senior Director) works with the Senior Leadership and program managers to ensure alignment of youth services with organizational priorities, manage and develop talent, implement quality controls, and create administrative efficiencies. The Senior Director will engage in organizational, programmatic, and community-focused strategic planning and program development, and collaborate and communicate with the Executive Director, Members of the Board of Directors, and funders to pursue meaningful results and sustainable outcomes for more than 700 children, adolescents, and young adults at three locations.

-As an effective manager of service delivery, the Senior Director will ensure that our out-of-school time programming at the Isaacs Center Youth Center, Beacon and Cornerstone Programs meets or exceeds all contractual obligations, and that our Education and Workforce Development adults is putting disconnected young adults on pathways to college and career.

-As a dynamic leader, the Senior Director will develop an environment and culture that ensures that participants, parents and caregivers, and staff thrive.

-As an organizational thought-leader and change agent, the Senior Director will help to define and implement programs and services aligned with our strategic priorities and become a recognized leader of youth services in Upper Manhattan and New York City.

Qualifications and Experience:

- Master's Degree in human services/public health/public or business administration, will consider Bachelor's Degree with strong, related experience
- 5-10 years of experience managing high performing teams within the social services sector.
- Excellent office management and computer literacy (IT) skills (including MS Office applications and internet research)
- Excellent interpersonal, verbal and written communication, networking, negotiation (conflict management and resolution), and presentation skills.

- Demonstrated proactive approaches to problem-solving with strong decision-making capability
- Highly resourceful team-player, with the ability to also be extremely effective independently
- Proven ability to handle confidential information with discretion
- Bilingual and bicultural skills desirable, but not required
- Ability to work some flexible hours (e.g., evenings and weekends)

Primary Duties:

- Serve as an internal and external expert on program management including guiding the effective implementation of systems and processes to ensure that goals and objectives are met, and supporting staff to implement best practices
- Coach, support, and guide Program Managers including coordinators and directors within different programmatic functions
- Work with the Senior Leadership and Data Specialist to produce and analyze data to support continuous improvement. This includes defining goals, objectives, timelines, and securing the resources necessary to achieve optimal performance
- Develop and maintain partnerships with key stakeholders (funders, Board Members, etc.) to develop and expand effective programs and promising practices. Represent Isaacs Center with external constituency groups, including community, governmental, and private organizations.
- Convene and facilitate regular meetings with program units and cross-functional teams to assess progress and identify challenges related to internal processes, implementation mechanisms, and evaluation methodologies
- Drive the development of a culture that embraces performance without sacrificing its commitment to qualitative outcomes. This includes coaching and guiding personnel to welcome and celebrate learning at all levels of the organization
- Engaging public funding entities, corporate donors, and individuals in collaboration with the Executive Leadership. Cultivate new relationships with funding sources to develop and sustain our work.
- Impacting the policy framework in which our services are delivered on a local, state, and national level, and improve the lives and communities of those we serve.

The Stanley M. Isaacs Neighborhood Center is an equal opportunity employer and considers applicants for all positions without regard to race, color, religion, creed, gender, national origin, age, disability, marital or veteran status, sexual orientation, or any other legally protected status.