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as we advocate on behalf of our people
and work to achieve social justice.

Job Description

Position Title: HUMAN SERVICES DIRECTOR

FLSA Status: FULL TIME, Management, Exempt

Department: Frances Martinez Community Service Center

Reports to: Associate Director

Pay Range: \$95,000-\$108,000

MISSION STATEMENT:

As an organization grounded in the Latino community of Washington State, it is the mission of El Centro de la Raza (The Center for People of All Races) build the Beloved Community* through unifying all racial and economic sectors; to organize, empower, and defend the basic human rights of our most vulnerable and marginalized populations; and to bring critical consciousness, justice, dignity, and equity to all the peoples of the world.

POSITION SUMMARY:

This Director position oversees, administers, supervises, and coordinates a variety of programs and services and their respective budgets, for the Frances Martinez Community Service Center, also known as the Human Services Department of El Centro de la Raza. We seek a director who will lead and inspire a team of professionals to offer high quality direct services and apply the goals and principals of El Centro de la Raza, in the administration of the programs and direct services provided to the community through this department. The person in this position is a member of El Centro de la Raza's Leadership team.

ESSENTIAL FUNCTIONS:

Provide direct supervision to seven (6) program staff which include One (1) Labor Standards staff, One (1) Eviction Prevention staff, two (2) Veterans program staff, One (1) Youth and Family Homelessness Prevention program staff, One (1) Weatherization and Environmental Justice staff, including the Food Bank/Nutrition programs. The department budget for programs is \$1,527,000 for the fiscal year 2024.

The Human Services Director will also supervise and oversee the work of the two (2) manager/supervisors that include the Food Bank/Nutrition Manager supervising two staff, and Navigators Manager who supervises seven staff.

The Navigators Manager oversees a new spin off of coordinated programs and directly supervises the group of seven Navigation staff that provide direct services. The budget for the Navigation programs is \$859,000 for the fiscal year 2024.

The Director will be responsible for continuing to develop the staff supervision and management capacity of the three manager/supervisors, and provide support with supervision of staff, budgeting, ensuring contract requirements are adhered to including deliverables, billings, reports, income eligibility, and documentation for all contracts that are required on a monthly, quarterly, and/or yearly basis. This also includes preparing for monitoring visits and light work to prepare for the annual independent audit, and other related managerial tasks.



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- Conducts 6-month evaluations for new staff and annual evaluations for direct reports and provides guidance to managers/supervisors who are responsible for evaluations of other staff. Provide consistent staff development, coaching, and mentoring.
- Provide leadership and direction to management staff to grow and expand services to the community, through attendance at coalition meetings, including participating in Request for Proposal (RFP) meetings, and other new opportunities for services/funding, testimony at City and County Council as needed, and occasionally representing the organization at press conferences.
- Prepares for and represents the organization at various workshops, panels, and other opportunities to present on the needs of the Latino Community.
- Prepares the department budget and works with managers to develop their budgets and create capacity.
- Assists grant writer with program descriptions and budget preparation.
- Meet weekly with Associate Director to report and receive direction on programs, funding, staff, operational issues, and external partner updates and to discuss prospective opportunities.
- Elevate and respond to emerging and critical community issues – advise and seek direction from Associate and Executive Director.
- Responsible for the hiring of open positions within the department in conjunction with program managers/supervisors and other positions.
- Negotiate and review all contracts, MOUs, MOAs for Executive Director signature.
- Participate with other Leadership members in strategic matters such as policy development, personnel, strategic planning, community engagement and other issues.
- Meet weekly with Supervisors and Managers who report to you directly.
- Performs other duties and responsibilities as assigned.

MEASURABLE STANDARDS

- Must be able to work with participants from a variety of ethnic and cultural backgrounds.
- Must be able to work independently and as part of a team.
- Ability to work in a multi-ethnic, multi-cultural setting.
- Must always perform in a professional manner.
- Ability to work with people at all levels in the organization.
- Must be able to maintain confidence and handle highly confidential materials.
- Ability to work well under pressure and be able to meet deadlines while maintaining a high degree of accuracy.
- Must be detail-oriented and have well-defined organizational skills.
- Open to developing new areas of services.
- Review and approve Standard Purchase Requisitions in Microix.
- Monitors and reconciles department credit and online approvals and spending. (Credit Card, Amazon, WF Portal.)
- Monitor Paycom, approvals of times sheets with supervisors and managers.

JOB QUALIFICATIONS:

Essential minimum skills, education, and experience:

- B.A. degree in related field and a minimum of 5-7 years of strong administrative/management background in non-profit management.



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- Experience managing a variety of Human Service programs such as Food Bank and Food Service, Senior Congregate and nutrition programs, Housing Counseling and Financial Empowerment, Veterans and Homeless/Eviction Prevention, Assistance Programs, Navigation/Case Management and Work and Environmental Programs.
- Proficiency in Spanish/English both orally and in writing.
- Experience in the private non-profit sector – government standards.
- Familiarity with Federal and State grants and foundation practices.
- Experience with personnel supervision.
- Ability to understand overall agency operations.
- Excellent computer skills, including excel.

Additional Preferences and Responsibilities:

- Ability to develop systems.

WORKING CONDITIONS:

Works in a general office environment at EL Centro de la Raza. Works a minimum of 40 hours per week. May require a flexible schedule.

- Work from the Federal Way office at least one day perweek.

NOTES AND SPECIAL REQUIREMENTS

The position requires a six-month evaluation period. The above duties or working procedures describe the chief function of the job and are not considered to be a detailed description of every duty of the job.

PHYSICAL REQUIREMENTS:

- Ability to sit, walk, stand, bend, squat, climb, kneel, and twist on an intermittent or continuous basis.
- Ability to grasp, push, pull objects such as files, file cabinet drawers, and reach overhead.
- Ability to operate telephone, desktop, or laptop computer.
- Ability to lift to 25 lbs.

Equal Employment Opportunity and Accommodation Statement:

El Centro de la Raza provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws.

This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

Qualified individuals must be able to perform the essential duties of the position with or without accommodation. A qualified person with a disability may request a modification or adjustment to the job or work environment to meet the requirements of the position. El Centro de la Raza will attempt to satisfy requests as long as the accommodation needed is reasonable and no undue hardship will result.



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El Centro de la Raza offers the following benefits to full-time staff:

- Medical and Dental Insurance with competitive employee and family rates.
- Basic Life insurance provided at no cost to employee; option to buy up for additional coverage.
- 401(k) plan with 5% employer contribution; eligible to participants after six months of employment; eligible for employer contribution after first year of employment with El Centro.
- 12 days of sick/safe pay time each calendar year (accrued by pay period); Eligible to take accrued leave after 90 days of employment.
- 15 days of vacation accrued by pay period; start accruing upon hire; eligible to take after 6 months of employment plus a floating holiday and birthday off.
- 9 days of paid holidays have been established by El Centro de la Raza + 5 days paid time off during the last week of December.
- Employment Assistant Program for all employees our EAP offers help with mental health, stress, grief, and loss, illness or trauma, relationship conflicts, financial guidance, life adjustments, and more.

To apply for this job please send your resume, cover letter and our employment application to: Associate Director at mmaestas@elcentrodelaraza.org and hr@elcentrodelaraza.org. Please go to the El Centro de la Raza website to download a copy of our [Employment Application](#).

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