



## **Community Support Manager**

**Division:** Community Support

**Reports to:** President & CEO

**Location:** Durham

**Dedication:** Full-time

### **Job Purpose**

El Centro Hispano's vision is to strengthen and empower the Hispanic/Latino/Latinx community in North Carolina and beyond. Our mission is to empower the community, build bridges, and advocate for equity and inclusion. The Community Support Manager works as part of the organization to lead the Department's goal of increasing access to information within the community, tools and vetted resources available to the community to address their needs and meet their goals, and lead customer management guidelines to inform internally and externally decision-making processes to reduce barriers.

### **General Responsibilities**

- Supervises a team of 6 community collaborators working in El Centro Hispano's three offices.
- Develops strategies for identifying and validating resources to connect the community in the Triangle area.
- Identifies and establishes partnerships with other organizations in the Triangle area to connect the community.
- Ensures that the team has up-to-date information on internal resources to connect the community.
- Identifies and communicates resource needs and advocacy to the CEO, COO, and Legislative Liaison, and develops strategies to cultivate new partners and initiatives to advocate for community issues.
- Collects and reviews monthly quantitative and qualitative data on services provided to the community and shares trends to support decision-making within the organization.
- Represents the organization in meetings; attends concept development and negotiation meetings as needed.



## Other Responsibilities

- **Program Development and Execution:** Design, develop, and execute community support programs and services that address the specific needs and challenges of the served population. This includes goal planning, resource allocation, and program implementation oversight.
- **Staff Training:** Provide ongoing training and guidance to the community specialist team, promoters, and financial assistants to ensure they are knowledgeable about best practices, policies, and procedures.
- **Impact Assessment:** Measure and evaluate the impact of programs and services provided to the community by tracking key performance indicators. Use results for continuous improvement and to ensure that established objectives are met.
- **Budget Management:** Collaborate in the development and management of the Community Support department budget, ensuring efficient use of available financial resources and compliance with grant funding requirements or other resources.
- **Fundraising Engagement:** Collaborate with the fundraising team to identify funding opportunities, write proposals, and report to donors. Contribute to diversifying funding sources.
- **Promoting Community Participation:** Encourage active community participation in program planning and execution. Facilitate communication and collaboration between the organization and community members.
- **Documentation and Reporting Oversight:** Ensure accurate and comprehensive documentation of all provided services and collected data. Prepare regular reports for senior management and funders.
- **Crisis Management and Problem Solving:** Address crisis situations and unforeseen challenges that may arise in the provision of community services. Develop action plans and strategies for effective problem resolution while maintaining service quality.
- **Strategic Alliances Development:** Collaborate with other community organizations, government agencies, and civic groups to establish strategic alliances that expand the reach and effectiveness of programs and services.
- **Staff Mentoring and Development:** Provide guidance and mentoring to the staff under your supervision, promoting their professional development and growth within the organization.
- **Regulatory Compliance:** Ensure that the organization complies with all applicable regulations and norms related to the provision of community services and nonprofit management.



**Requirements**

- **Educational Background:**
  - Bachelor's degree in Social Work, Nonprofit Management, Psychology, Sociology, Public Policy, or related fields. Comparable experience may be considered.
  - Knowledge of social programs and the Microsoft Office suite.
  - Preferably, a specialist or master's degree in Public Administration, Clinical Social Work, Community Development, among others.
  
- **Experience:**
  - 5 years in related positions, in leadership roles within the nonprofit sector, community organizations, or public entities.
  - Profound knowledge of nonprofit operations, including program management, funding, resource development, and regulatory compliance.
  - Data interpretation skills.
  - Ability to plan and budget community programs.
  - Results-oriented mindset and the ability to lead and motivate teams towards shared goals.
  - Understanding of the specific dynamics and challenges faced by community organizations.
  
- **Language Skills:** Proficiency in English and Spanish, native or B2-C1 level.
  
- **Computer Skills:**

	High	Average	Low
Office	✓		
Word	✓		
Excel	✓		
Power Point		✓	



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Internet		✓	
e-mail	✓		

● **Habilidades Adicionales**

	High	Average	Low
Equipment Management	✓		
Tool Handling			✓
Material Handling		✓	
Third-Party Security		✓	
Confidential Matters	✓		
Decision Making	✓		
Information Management	✓		

● **Soft Skills**

Skill	Development Level			
	A 100%	B 75 %	C 50 %	D 10 %
Team Building				
Assertive Communication				
Adaptability to Change				
Service Orientation				
Commitment				



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Results Orientation				
Leadership				

### Salary Range and Benefits

Full-time, 40 hours per week (occasional additional hours and weekends may be required, as needed)

**Salary:** \$48,880 (\$49,857)

**Benefits:** Health insurance, dental plan, vision plan, and 401k.

Desarrollado por:

**Josué Valbuena Perez**  
Gerente de Talento Humano

Revisado por:

**Pilar Rocha Goldberg**  
Directora

Revisado por:

**Josué Valbuena**  
Gerente de Talento Humano

Aprobado por:

**Pilar Rocha Goldberg**  
Directora