



Community Assistance Subdirector

Division: Community Assistance

Reports to: Operations Director

Location: Durham

Employment Type: Full-time

Position Summary

The vision of El Centro Hispano is to strengthen and advance people in North Carolina and beyond. The Subdirector of Community Assistance is responsible for providing strategic and operational leadership for El Centro Hispano's community assistance programs, ensuring a person-centered, culturally responsive, data-driven, and results-oriented service delivery model. This role oversees the organization's institutional entry point through its direct services intake and case management model, ensuring that each client receives comprehensive, clear, and well-coordinated services with effective follow-up, grounded in a community-centered and client-focused approach. Additionally, the Subdirector leads the division's objective of expanding community access to verified information, tools, and resources by building connections and referrals that improve quality of life and support individuals and families in achieving their goals.

Key Responsibilities

General Responsibilities

- Supervise staff within the Community Assistance Area operating across El Centro Hispano's three public service offices in the Triangle area.
- Identify, validate, and systematize information and resources relevant to connecting communities in North Carolina, particularly in the Triangle region.



- Provide strategic and operational leadership to the Community Assistance Area, ensuring alignment of programs, services, and processes with El Centro Hispano's mission, vision, and values.
- Ensure an institutional community service model that is person-centered, culturally competent, data-informed, and results-oriented, promoting equitable access to services and resources.
- Lead and strengthen institutional models of direct services and community outreach, including intake, case management, and community-based service delivery sites, as the organization's primary entry point to services.
- Supervise and develop the division's staff, promoting ethical leadership, collaboration, workplace well-being, and continuous professional growth.
- Coordinate with internal departments and strategic partners to ensure effective service operations and fulfillment of programmatic and funding commitments.
- Represent El Centro Hispano institutionally and strengthen strategic partnerships with community organizations, public agencies, and key stakeholders.
- Contribute to organizational decision-making and program sustainability through data analysis, trend identification, and compliance with policies, regulations, and funder requirements.

Strategic Leadership and Program Management

- Design, plan, and oversee the implementation of Community Assistance programs in alignment with El Centro Hispano's mission, vision, and strategic priorities.
- Develop, review, and update guidelines, protocols, and service delivery processes for intake and case management tailored to diverse community needs.
- Identify emerging community needs and propose programmatic adjustments or new initiatives.
- Ensure compliance with program objectives, impact indicators, and funder requirements.



Community Service Model and Intake

- Lead the institutional intake model as the central access point to El Centro Hispano's services.
- Ensure high-quality standards in direct service delivery, prioritizing empathy, confidentiality, accessibility, and cultural relevance.
- Reduce institutional barriers that hinder access to services by supporting evidence-based organizational decision-making.
- Supervise the Intake Specialists responsible for
 - Community reception at ECH offices
 - Needs assessment
 - Development of service pathways
 - Case follow-up and closure.

Community Outreach Model

- Lead the institutional community outreach model as a key strategy for proactive needs identification, prevention, education, and early linkage to services.
- Ensure outreach activities are culturally responsive, strategically targeted, and aligned with community and organizational priorities.
- Supervise and support the Community Health Workers, ensuring service quality, methodological consistency, and alignment with the community service model.
- Strengthen coordination between outreach efforts, Community Specialists – Intake, and case management to ensure clear referral and counter-referral workflows.
- Monitor outreach coverage, reach, and impact, using data to refine strategies and optimize resources.
- Identify emerging gaps, trends, and barriers from community engagement and translate findings into strategic recommendations.
- Promote ongoing training for Community Health Workers on service access, rights, social drivers of health, and community engagement skills.



Health Window

- Ensure effective operation, coordination, and alignment of the Health Window (Ventanilla de Salud) Program and ECH Mobile Unit with the institutional community service model.
- Ensure clear service pathways, effective follow-up, and continuity of care.
- Monitor utilization, reach, quality, and impact indicators, using data for continuous improvement and decision-making.

Satellite Offices and ECH Mobile

- Lead and strengthen satellite offices and mobile service units as key strategies to bring ECH services closer to the community and reduce access barriers.
- Ensure integration of these service points with intake, case management, and outreach processes.
- Oversee territorial planning, logistics, and service coverage, prioritizing communities with the greatest access gaps.
- Ensure proper operation, coordination, and alignment with the institutional service model.
- Monitor service utilization, reach, quality, and impact indicators to support continuous improvement.

Team Supervision and Development

- Supervise Community Assistance Area staff across multiple ECH service locations.
- Provide coaching, mentorship, and continuous feedback to staff.
- Identify training needs and coordinate professional development for Community Specialists, Intake staff, Community Health Workers, and support personnel.
- Foster a collaborative, ethical, and staff-centered work environment.



Community Partnerships and Institutional Representation

- Identify, develop, and strengthen partnerships with community organizations, government agencies, and networks across the Triangle region and North Carolina.
- Represent El Centro Hispano in community meetings, working groups, negotiations, and strategic forums.
- Communicate community-identified needs to senior leadership (President & CEO, Deputy Director, and Operations Director) and propose solutions, outreach strategies, and resource development opportunities.

Data Management, Evaluation, and Impact

- Collect, analyze, and review quantitative and qualitative service data.
- Identify trends, gaps, and improvement opportunities to support organizational decision-making.
- Ensure accurate service documentation and timely preparation of internal and funder reports.

Administrative, Budget, and Compliance Management

- Collaborate in the development and monitoring of the division's budget.
- Support fundraising efforts, grant writing, and donor reporting in coordination with senior leadership.
- Ensure compliance with applicable regulations, standards, and nonprofit sector requirements.
- Lead crisis management and resolution of unforeseen situations impacting service continuity and quality.

Qualifications

- **Education:**



- Bachelor’s degree with majors social work, nonprofit management, psychology, sociology, public policy, public health, or related fields.
- Relevant professional experience may substitute formal education.
- Preferred: Master’s degree or specialization in Public Administration, Social Work, Community Development, or related areas.

● **Experience:**

- Minimum of three (3) years of leadership experience in community-based programs, preferably within nonprofit or public sector organizations.
- Experience supervising direct service teams.
- Strong knowledge of social program management, data-informed decision-making, budgeting, program planning, and nonprofit compliance.

● **Language Skills:** Bilingual proficiency in English and Spanish (native or B2–C1 level)¹.

● **Computer Skills:**

| | Alta | Media | Baja |
|-------------|------|-------|------|
| Office | ✓ | | |
| Word | ✓ | | |
| Excel | ✓ | | |
| Power Point | | ✓ | |
| Internet | | ✓ | |

¹ The Common European Framework of Reference for Languages (CEFR) is a guideline used to measure your language proficiency, from beginner to expert:

- A1 and A2 (Beginner): You know basic things, such as how to order food.
- B1 and B2 (Intermediate): You can talk about everyday topics and understand conversations.
- C1 and C2 (Advanced): You speak almost like a native speaker and can understand complex texts.

| | | | |
|-------|---|--|--|
| Email | ✓ | | |
|-------|---|--|--|

- **Additional Skills**

| | Alta | Media | Baja |
|-------------------------------|------|-------|------|
| Technical Equipment Operation | ✓ | | |
| Tool Management | | | ✓ |
| Materials Handling | | ✓ | |
| Third-Party Safety Compliance | | ✓ | |
| Confidential Matters Handling | ✓ | | |
| Decision-Making | ✓ | | |
| Technical Equipment Operation | ✓ | | |

- **Habilidades Blandas**

| Competencia | Nivel de Desarrollo | | | |
|-------------------------|---------------------|----------|----------|----------|
| | A 100% | B 75% | C 50% | D 10% |
| Teamwork | | | | |
| Assertive Communication | | | | |
| Adaptability to Change | | | | |
| Service Orientation | | | | |
| Commitment | | | | |
| Results Orientation | | | | |
| Leadership | | | | |

Salary Range and Benefits



Full-time, 40 hours per week (occasional evenings and weekends required based on program needs)

Salary Range: \$52,332 - \$70,689

(Salary is determined within the established range based on education and relevant experience.)

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

Prepared by:

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Approved by:

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President & CEO