



Position Description: Director of Hikone Community Center

Type of Employment: Full-Time Salary

Supervised by: Director of Communications

Overview: The Director of Hikone Community Center is a key leadership role responsible for ensuring the smooth and effective operation of the center. Hikone Community Center provides services to the 29 households at Hikone. The Director oversees a range of programs and services that support education, stabilization, and community-building. This person ensures quality programs and services by maintaining high standards and adhering to agency policies and best practices. The Director supervises a large team of staff, interns, and volunteers, and actively participates in hiring, training, managing, and terminating team members. Additionally, the Director works closely with the Ann Arbor Housing Commission, Ann Arbor Public Schools, and multiple other external partners.

Benefits:

- Pay Range: \$50,000-60,000 per year (commensurate with formal and informal experience)
- Employee medical, dental, and vision insurance is completely covered by CAN (dependent coverage available to purchase). If opting out of benefits, \$5,000 is added to the employee's base pay
- Very generous time off policies. Employees accrue sick and vacation time each pay period. CAN is closed and employees are paid during 5 days of Spring Break, from December 22nd through January 1st, and 11 other days each year. Employees also have 5 personal significance days to use per calendar year
- Retirement 403B plan. After 1 year of employment, CAN contributes 2% and up to a 2% match of employee contribution
- Budgeted 3% annual COLA (cost of living adjustment) increases
- Supportive and collaborative work environment that promotes workload balance and self-care
- Comprehensive, dynamic supervision and support with professional development opportunities

Qualifications:

- High school diploma or GED required. Preferably a credential in Child Development Associate, Montessori, or Michigan Youth Development Associate, or an Associate's or Bachelor's degree
- Experience working with youth and families is required
- Experience with community building and conflict resolution preferred
- Experience with resource navigation and case management preferred
- Experience with under-resourced populations and trauma-informed practices preferred
- Acceptable driving history required
- Must be able to lift 50 lbs



Skills and Abilities:

- Strong verbal and written skills with timely email correspondence
- Strong problem-solving skills and the capacity to respond to crises appropriately and calmly
- Proficiency or ability to quickly develop proficiency in Google Suite, Salesforce, and other online tools
- Strong organizational skills and attention to detail
- Ability to give and receive constructive feedback
- Ability to work collaboratively in a dynamic team and build effective working relationships with staff across all levels of the organization
- Ability to perform multiple tasks efficiently and effectively
- Ability to work under pressure and/or with deadlines
- Ability to professionally represent the agency
- Ability to effectively work with diverse populations in a non-judgmental manner and provide exceptional customer service
- Ability to lead and supervise staff
- Ability to handle sensitive and confidential information with discretion
- Ability to follow and demonstrate CAN's Core Values
- Ability to work non-traditional hours for After School Program and possibly community events. After School Programs run Mondays through Thursdays until 6:30 pm
- Ability to maintain strong working relationships with the Ann Arbor Housing Commission, Ann Arbor Public Schools, and multiple other external partners

Essential Job Duties-

A. Education Programs

- Plan and develop programs for youth based on the needs and interests of enrolled children within program capacity
- Implement team briefs and debriefs
- Ensure that students attending program are eligible and registered
- Implement educational programs that incorporate CAN's curricula, social-emotional activities, academic lessons, projects, games, etc.
- Create spaces that support children's social-emotional needs, which include posted daily schedules of activities and menus, boundaries, rest and return spaces, and transition times
- Provide meals and snacks for each program day that adhere to the CAN Nutrition Policy
- Connect and collaborate with enrichment groups
- Liaison between external partners and families, especially in the school setting. Track grades, homework, and other academic progress, and connect with teachers and relevant school staff through school visits
- Evaluate and improve programs using the Youth Matrix and other appropriate tools
- Communicate with families about program dates, times, and closures
- Take program attendance daily for students and volunteers
- Follow best practices and CAN policies when working with children. Coordinate with the Director of Behavioral Health about behavior management strategies/plans when needed



B. Food Programs

- Oversee regular food distribution and emergency pantry operations, including inventory management, food quality control, and distribution planning
- Post and communicate with community members about food distribution/pantry hours, and closures
- Coordinate deliveries with Food Gatherers and order food from Primarius
- Accept food donations and record data in the appropriate tracking system
- Ensure a welcoming and safe environment for clients, providing excellent customer service and clear communication of pantry guidelines
- Maintain ServeSafe and Food Gatherers certifications
- Maintain accurate records in databases (Salesforce, Link2Feed)
- Assess program and make improvements as needed
- Uphold safety, sanitation, and food handling regulations while ensuring the cleanliness and organization of the pantry

C. Community Building

- Provide a welcoming, warm environment where residents and program participants can build community
- Build and maintain relationships with community members
- Coordinate at least 4 community events per year, including external partners when relevant
- Assist with community discussions, which may include facilitating meetings and conflict resolutions
- Provide center space for resident meetings as needed and within the center's capacity
- Maintain a clean and organized space, including community grounds, in coordination with relevant partnerships

D. Services and Advocacy

- Advocate for individuals and provide referrals to external agencies and service systems
- Build, coordinate, facilitate, and maintain professional relationships with external partners (AAPS, AAHC, Food Gatherers)
- Support the case management needs of community members
- Provide relevant stories and photographs to the development team, with consideration of media photo releases, in a timely manner
- Support advocacy efforts by distributing relevant information to the community

E. Staff Management

- Onboard, train, supervise, and evaluate staff, interns, and volunteers in compliance with HR policies and procedures
- Host regularly scheduled staff/team meetings at the center
- Help staff connect with the broader agency as needed
- Provide information and opportunities for ongoing professional development
- Provide timely feedback to staff. Elevate concerns to supervisor(s) and HR as appropriate
- Provide timely communication to staff about program closures



- Manage staff schedules and approve staff CAN timesheets and work-study timesheets promptly
- Participate in hiring, setting and maintaining expectations, and terminating team members
- Delegate responsibilities as appropriate

F. Administrative Tasks

- Maintain client records in online databases (Salesforce)
- Utilize data management systems to comply with agency procedures and expectations of grants and contracts (Salesforce, Google Suite)
- Demonstrate fiscal responsibility and maintain the site budget
- Participate in staff meetings and trainings across the agency
- Track center and program inventory (food, office supplies, and program supplies) and refill stock in compliance with the site budget
- Keep the center clean and in compliance with health and safety standards

EQUAL EMPLOYMENT OPPORTUNITY

CAN is committed to providing equal employment opportunity to all individuals regardless of race, color, national origin, sex, sexual orientation, religion, age, marital status, height, weight, or the presence of a non-job related medical condition or disability. Hiring decisions will be based upon full consideration of all applications for positions in the agency and will seek to hire the most qualified individual.