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### JOB ANNOUNCEMENT

**POSITION:** Associate Director, Community Services/Digital Literacy Programs, Full-time, on-site  
**SALARY:** \$4,140.32 per semi-monthly pay period or \$99,368 annualized, with excellent benefits including 15 days of vacation, 15 days of sick leave, and 14 holidays, with medical and dental insurance benefits and daily paid, hour lunch break.  
**REPORTS TO:** Director of Supportive Housing and Community Services  
**SUBORDINATES:** Community Services Program Director II, SHP/CS Program Assistant II, and Volunteer Program Manager

**ORGANIZATION AND PROGRAM:** Conard House, Inc. is a nonprofit organization which empower people and restore hope. We work with diverse adult population and strive for diversity, equity, inclusion and belonging by respecting experience, promoting inclusion and building community. The position is with the Community Services programs which provide money management, case management, and income advocacy services at two Community Services and eleven Supportive Housing locations and the Digital Literacy Training program which provides digital education, community engagement, and supportive services for Conard House community members. We are a committed equal opportunity employer; pursuant to the San Francisco Fair Chance Ordinance, we will consider for employment qualified applicants with arrest and convictions. People from diverse cultural backgrounds are encouraged to apply.

**QUALIFICATIONS:** Bachelor degree in a social service field. Higher education preferred but not required. Must have at least five years of experience supervising managers, managing multiple programs, and fulfilling contract requirements. Bilingual language capabilities are preferred. Must have excellent verbal and written communication skills, organizational and time management skills, and excellent analytical skills to meet program and contract objectives. Must be computer literate with proficiency in Microsoft Office Suite, work with databases, able to compile data, produce reports, and provide training to staff. Will need to travel to different locations in San Francisco. Personal vehicle is not required.

#### DUTIES AND RESPONSIBILITIES:

- Supervise direct reports, including recruitment, hiring, staffing, conduct performance evaluations and recommend personnel actions.
- Conduct weekly supervision meetings with direct reports, schedule trainings that promote quality of services, and workforce development. Schedule and attend team meetings as well as agency wide meetings.
- Oversee the development, implementation, and organization of Community Services and Digital Literacy programs. Ensure compliance with laws, regulations, contract requirements, and agency policy and procedures.
- Conduct and manage rep-payee intake referrals, assign to sites, monitor waitlist, and coordinate with outside providers. Produce and submit contractual reports timely and accurately.
- Develop and maintain manuals and procedures for agency wide money management services. Train new staff on money management procedures and all digital procedures surrounding the money management program.
- Collaborate with Program Directors in identifying and accessing resources and disseminating information and schedule trainings and presenters as needed.
- In collaboration with Director, prepare contractual reports and assist in responding to private and public grants.
- In collaboration with Director, develop and implement standardized policies and procedures for Supportive Housing and Community Services programs.
- Provide operational support and on-site coverage to Supportive Housing, Community Services, and Digital Literacy Programs as needed.

**Application Procedure:** Please send resume and letter of intent, Liliana Suarez, Dir SHP/CS, email: [CS-jobs@conard.org](mailto:CS-jobs@conard.org).