



Economic Opportunity Director

Join our team at the Multi-Service Center (MSC) and make a meaningful impact on our local community. Our mission is to build a future without poverty by creating pathways to help, hope, and dignity for our neighbors. At MSC, we believe that diversity, equity, and inclusion make us a stronger team to achieve our goals. By joining MSC you too can be part of the team that serves to empower individuals and help create thriving communities.

If you are passionate about non-profit service, have a genuine desire to help others, and have expertise in non-profit leadership, workforce development, education, youth and young adult services, immigrant and refugee services, and/or housing programs' operations, and volunteer management we are excited to learn more about you. If you seek an opportunity that aligns with your purpose, we invite you to learn more about us, our values, our vibrant culture, and the exciting prospects that await you at MSC.

We offer a comprehensive benefits package that includes a choice of two health plans, dental and vision plan paid by the employer; life insurance (1X annual base pay) and long-term disability insurance (60%); FSA, HRA; 401K; 3 weeks of vacation to start, 12 days sick leave and 14 paid holidays including your birthday; Family building benefit up to \$3,000, and a Sabbatical program for tenured employees. You can find more information on the [Careers Page](#) of our website.

The **Economic Opportunity Director**, in a programmatically efficient and fiscally sound manner, provides for the management and operations of the Housing, Education, Employment and Community programs and other associated services of the agency. The ideal candidate for this position is a compassionate and motivated leader who oversees a wide range of housing programs and mode, in a programmatically efficient and fiscally sound manner, provides for the management and operations of the Housing, Education, Employment, Is as well as employment, training and education programs and understands how to effectively manage a complex portfolio of contracts, funding sources, and stakeholder relationships. Position incorporates successful diversity, equity, and inclusion principles and plays a high level, key role at MSC so longevity is critical.

Status, Schedule, Location:

- Exempt, full-time, generally Monday to Friday 8:30 AM to 5:00 PM; evening board meetings
- Federal Way headquarters with hybrid possible after completion of introductory period

- Travel may be required to other MSC locations and throughout King County

Overview of Responsibilities

Program Management:

- Manage, direct, and monitor multiple programs and activities concurrently.
- Represent the agency and the program areas at various community and coalition groups throughout King County, the State, or Nationally as appropriate.
- Develop and maintain program policy and procedure manuals to assure efficient, effective, and consistent program services.
- Develop, implement, and monitor program outcomes to assure program compliance and high standard of excellence.
- Review program to ensure equity and accessibility to ensure programs are serving diverse populations.
- Review and ensure all reports and other documents required by funders are submitted accurately and on time.
- Assure that accurate service and customer statistical and outcome data is collected by all programs for reporting purposes and that files are appropriately documented and maintained to comply with all prevailing laws, rules, and regulations.
- Assure that programs and services are relevant to current needs of communities served and implement and be knowledgeable about best practices and industry standards of performance and innovations.
- Actively seeks ways to expand and/or improve departmental effectiveness and sustainability through SWOT analyses, evidence-based practices, etc.
- Explore and lead efforts to develop strategic partnerships.
- Development and implementation of department strategic plan in alignment with agency strategic plan. Reviews the department strategic plan with the department at least quarterly and uses disposition information to identify and implement efforts in areas of potential improvement and/or growth.
- Keeps internal and external stakeholders (including customers) informed and engaged in a timely and transparent manner.
- Communicates and works with external stakeholders including funders and other community partners
- Conduct marketing and community engagement as needed to support, education, and promote department programming and services including presentations to community groups for example.

Financial and Administrative Management:

- Works with CEO and CFO to establish and monitor department budgets.
- Perform as a member of the Administrative Team.
- Work with the Board of Directors to develop and implement agency program plans, goals, and outcomes.
- Develop, implement, and control program budget in consultation with appropriate agency employees.
- Work with appropriate agency staff to seek out creative funding opportunities and service options.

- Assure that programs and services are managed and operated within their respective and prescribed budgets.

Staff Support and Supervision:

- Provide supervision for up to 5 staff including Associate Director of Housing and Homelessness Services, Programs Manager for Community Support Services and Community Access Coordinator.
- Actively engaged in hiring, retention, and employee development practices that reflect an understanding of and commitment to diversity, equity, and inclusivity.
- Promote and support employee development across departments.
- Fosters appreciation for workforce diversity.
- Provide direct supervision of the program supervisors and support them in their respective job assignments.
- Provide other supervision of staff and/or volunteers as may be necessary to ensure efficient and effective program operations.
- Promotes and supports diversity, equity, and inclusion principles in daily operations, among department staff and supports agency DEI (Diversity Equity and Inclusion) strategic plan
- Work with direct service staff, volunteers, and other Directors to develop and implement service delivery systems with MSC.
- Assure that all appropriate staff receive training in trauma-informed practices
- Establish and conduct regular supervisory visits at each service site and ensure appropriate consistency between sites, when available.
- Keep accurate records of employees' timecards and approvals in a timely fashion.
- Provide annual feedback on the Economic Stability staff department performance and complete the appraisal evaluation before the employee's anniversary.

Additional Responsibilities include the following:

- Support the department staff and de-escalating.
- Attend meetings and represent the Agency.
- Travel to MSC offices and program meetings throughout south King County and Seattle.

Requirements

- High School Diploma, GED (General Education Degree) required.
- A minimum bachelor's level degree in social services or related field is required. Master's degree is highly desirable.
- At least five years of progressively responsible experience in program management, including budgeting, program development, and staff supervision.
- Ability to manage, direct and monitor multiple programs and activities concurrently.
- Experience in workforce development, education, youth and young adult services, immigrant and refugee services, and/or housing programs' operations, volunteer management is highly desirable, and strong computer and technical skills

- Knowledge of and experience in a wide range of Housing programs and models such as Housing First and transitional/emergency shelter/permanent supportive housing strongly preferred.
- Knowledge of and experience with Foundational Community Supports is desirable
- Experience in understanding and implementing Diversity, Equity, and Inclusivity principles is preferred.
- A valid State driver's license, proof of current auto insurance, and reliable transportation.
- Ability to create, monitor, and implement budgets.
- Above average computer understanding and skills.
- Ability to write quality grants and proposals.
- Basic understanding of and ability to communicate with individuals, families, and employees from diverse cultural and socio-economic populations and people under extreme stress and experiencing various crises, including severe mental health issues.
- Databases like HMIS (Homeless Management Information System) are highly desirable.
- De-escalation skills and ability to resolve conflicts.
- Proficiency and above-average ability to work with numbers, invoices, bills, financial tracking, etc.
- Proficiency with Microsoft Office 365 experience, including OneDrive, Outlook email and calendaring, and standard Office applications.

Wage/Salary Range:

- Salary Range: **MIN \$97,635 – MID \$108,929** MAX\$ 125,195.
- Grade: 21
- The ranges shown should be used as an estimate and are affected by many factors, including the critical need of the position, your overall experience and qualifications, and other considerations.
- At the moment of hire, the salary will be determined based on your qualifications and experience, with consideration given to a range extending from the **minimum to the midpoint**.

Join our mission!

To apply, please send your resume and cover letter to jobs@mschelps.org

No phone calls, please.

Multi-Service Center is committed to creating a diverse and inclusive environment. MSC is proud to be an Equal Opportunity Employer. MSC welcomes all qualified applicants and will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.