



Director of Outreach

Please send resumes and cover letters to jermaine.husser@olmoutreach.org

Reports to: Executive Director

Location: Johns Island, SC 29455 and Charleston, SC 29403

Salary: \$65,000 to \$75,000/year

For over 30 years, Our Lady of Mercy Community Outreach has been committed to the community. We assist our neighbors in need, helping individuals and families achieve their desired path to success. We work to address the root causes of poverty and create systemic change by providing basic and emergency resources, education, job assistance and health services. Our holistic, case-management approach addresses the core aspects of a successful life and provides opportunities for generations of families to build sustainable skills and overcome barriers. We believe that everyone has the right to thrive.

Our Lady of Mercy Community Outreach is about community, inside and out. We welcome talent, innovation, compassion and enthusiasm for our mission and how we are changing the communities we serve. You'll find team members who are eager to team up and collaborate together. We are looking for a Director of Outreach who wants to make a difference in people's lives every day and deepen our impact.

Job Description

Directs, manages, supervises, and plans the daily operations and strategic direction and activities of OLMCOS Outreach areas to ensure overall success of each program. The director devises, guides and coordinates strategic program plans; assists with fundraising and marketing efforts; and provides input, counsel and support to the Executive Director. In addition, the position will be responsible for building and strengthening OLMCOS's relationships with community stakeholders towards the pursuit of the mission, acting as a community liaison and participating in community meetings, committees, and other leadership roles. The Director serves on the Leadership Team and works closely with The Executive Director in all program endeavors.

Job Requirements

- **Education:** Bachelor degree preferred or relevant experience considered.

- **Experience:** Must have seven to ten years of managerial and program management experience in the nonprofit sector. Demonstrated leadership skills.

Qualifications/Skills

- Demonstrated ability to build relationships and work well with diverse individuals and communities.
- Demonstrated ability to manage and leverage cross-functional teams in order to achieve outcomes.
- Exceptional oral and written communication skills with diverse audiences, such as media, parents, students, school leaders, government reps, community activists, cross-sector groups, etc.
- Demonstrated success developing and evaluating program models, and selecting and successfully operationalizing innovative programs
- Personal qualities of integrity, credibility, and a commitment to and passion for OLMOS' mission
- Strategic mindset with focus on the future, innovation, creative problem solving and strong ability to multitask gracefully.
- Strong project management skills managing complex, multifaceted projects resulting in measurable successes and program growth

Core Values of the Organization

- Compassion - Serving with a spirit of charity, love and understanding.
- Inclusiveness - Committing to ensure diversity and acceptance of all people.
- Dignity - Treating individuals with respect and honesty in all situations.
- Empowerment - Achieving results through teamwork and partnership.
- Integrity - Conducting ourselves in a highly ethical manner and serving as good stewards of our resources.

Role-Specific Competencies

- Understand and respect the needs of a diverse community
- Create positive, professional, and productive work ethically and with integrity.
- Establish structure, organize processes, generate and monitor resources, and lead change to reach program and project outcomes effectively and efficiently.
- Prioritize, plan, implement, evaluate and report programs that achieve expected outcomes and address issues and trends important to the mission and the community.

Job Duties

Operational Management

- Provides oversight for all programs including CSFP, direct services, and intake in accordance with the mission and goals of OLMCOS

- Develop and implement strategies that will maximize the synergies among program areas.
- Develop new programs and initiatives to support the strategic direction of the organization.
- Develop and implement long-term goals and objectives to achieve successful program outcomes.
- Develop and manage an annual budget and operating plan.
- Collaborate with the Grants and Data Manager on funding proposals
- Collaborate with Sr. Manager of Marketing and Communications to ensure the continuous delivery and awareness of programs.
- Work with the Director of Finance and Administration and Grants and Data Manager to track and ensure restricted funds for program areas are used following donor requirements and budgets.
- Ensure that program activities operate within the values, policies and procedures of the organization.
- Oversees the evaluation process for each program to determine satisfaction, areas of improvement, outputs and outcomes in addition to the periodic program needs assessment to determine alignment with mission, financial feasibility and community needs.
- Monitors client scheduling, services, and interactions to ensure OLMCOS mission and standards of care are met or exceeded.
- Oversees Direct Services office and receptionists area to ensure highest standards of operations.

Team Leadership

- Supervises intake team and volunteers involved in the oversight of direct program areas, holding one-on-one meetings with direct reports and providing regular coaching sessions and guidance as needed.
- In consultation with the Executive Director, recruit, interview and select well-qualified program staff.
- As a member of the Leadership Team, help foster organizational culture and provide insights into the strategic vision of OLMCOS.
- Coordinates team activities with other areas of OLMCOS to drive one team culture.
- Maintains team's professional and technical knowledge by providing opportunities for attending educational workshops; reviewing professional publications; establishing personal networks; participating in professional societies as available.

Community Leadership

- Build and cultivate relationships with external stakeholders such as Churches, service agencies, businesses, nonprofits etc. to assist in implementation of programs, gain community support for programs, solicit input to improve programs, to ensure access to other services, and sufficient resources.

- Appropriately prioritize community partnerships and look for potential partnership and thought leadership opportunities.
- In partnership with the Development team, identify and support the implementation of meaningful community-related events or outreach opportunities.
- Responds appropriately and timely to client, volunteer and colleague feedback regarding outreach programs and services.
- Report (written and verbal) on programs for management, board, grantors, donors and other audiences.
- Collaborate with the development team to ensure grants and other materials align with program goals

Schedule

This position is a full-time, exempt position for 35 hours per week, with the schedule to be mutually agreed upon by the Executive Director and the team member. Business hours are Monday through Friday, from 8:30 a.m. to 4:30 p.m. with an hour lunch break. Additional hours may be required during peak times, which may require an adjusted work schedule; all work hours above standard hours must have pre approval of the supervisor.

Benefits

Flexible schedule, Paid personal leave, 10 paid holidays, paid medical, dental, vision, life, AD&D, long term disability, 403B plan with matching contributions.

Physical Demands & Work Environment

Work is performed in a fast-paced and sometimes stressful, professional office environment with noise at moderate levels. Position requires the team member to effectively use a computer at a workstation for long periods of time and to accommodate potentially frequent interruptions. Must be able to lift 10-15 pounds.

Our Lady of Mercy Community Outreach is an Equal Opportunity Employer

Our Lady of Mercy Community Outreach is committed to an inclusive workplace and is an equal opportunity employer. We do not discriminate on the basis of race, national origin, gender, gender identity, sexual orientation, protected veteran status, disability, age, or other legally protected status.