



The Director of Community Services directs, coordinates and implements all operations of the agency's departments and programs. As a community action agency, Lifeline serves low income residents of Lake and Geauga Counties through programs to address the needs of those living in poverty. Program areas include emergency and long term self-sufficiency programs such as assistance with utilities, tax preparation, housing, volunteer guardianship, transportation, and numerous additional programs. Lifeline also operates the 211 services for Lake County.

As a member of the leadership team, the Director of Community Services has the role of oversight of programs with a focus on quality of customer service and compliance with all funding guidelines. Strong supervisory skills are essential to lead the program staff and maintain a workplace that supports growth and development. Oversight of agency operations includes understanding of business duties such as fiscal and outcome reporting.

Specific Duties Include:

- Provides management for daily operations for all agency programs
- Ensures that all appropriate documentation is maintained on a daily/weekly basis to reflect the provision of services in accordance with federal, state, and internal program guidelines
- Participates in agency's management team
- Ensures quality services for clients and accountability for staff
- Provides direct supervision, support and training for all agency Program Managers
- Conducts human resource functions such as hiring, onboarding and ongoing maintenance of documentation as needed
- Assure all quality activities as related to certifications and accreditations
- Manage client and outcome tracking in various platforms
- Provides financial reports and summary statistics
- Handles all crisis management for the agency including all sensitive or difficult client-related issues and safety concerns on behalf of the agency
- Serves as the Client's Rights Officer and Chief Quality Officer
- Assist in development of new programs and improvement of existing programs
- Work closely with community partners to coordinate services/projects for clients
- Other duties that support overall successful functioning of the agency

*Lifeline's mission is to lead the community in the fight against poverty by offering programs and opportunities to empower our residents to achieve self-sufficiency.*