

ROLE DESCRIPTION

POSTING CLOSES MAY 21, 2025

Position Title: Director, Family Success Center	
Reports to: President & CEO	
Salary: \$70,000-80,000	
Location: Pikes Peak United Way	Division: Family Success Center
Classification: Full-time, Exempt	Supervises: Family Success Center Staff
General Functions: The Director of the Family Success Center (FSC) is responsible for the development, implementation and enforcement of the FSC policies and procedures, as well as supervising any center-based staff and managing partner relations on site. The Director fills the role of ambassador for the organization in the community and with donors, grantors and volunteers. The position also works in close partnership with funded and non-funded partner agencies to cultivate an empowering, collaborative culture for all stakeholders: staff, clients, partners and volunteers.	

PIKES PEAK UNITED WAY MISSION STATEMENT: To enhance youth success and family stability in the Pikes Peak Region by leading and lifting the most vulnerable in our community with mentorship, life resources and real job opportunities. Our signature programs and partner agencies intently focus on connecting youth and their families to resources at the beginning of their life journey to ensure access to fundamental needs of food, shelter and learning resources for all. #strongertogether

ESSENTIAL FUNCTIONS:**Leadership:**

- Establishes a positive, healthy and safe work environment and encourages teamwork through strong communications.
- Establishes relationships and credibility among community leadership, advocates and residents.
- Mobilizes government, non-profit, small business and other community partners; builds on and supports community plans and goals aligned with FSC work.
- Supervises staff, partner agency staff and volunteers working at FSC.
- Provides guidance on performance expectations to employees and provides regular and documented feedback on strengths and weaknesses, to include a yearly review.
- Participates in the FSC network meetings and events.
- Establishes, develops and maintains effective working relationships/partnerships with local schools, businesses, government agencies and non-profit organizations in partnership with PPUW.
- Remains accessible to staff, partners' staff and volunteers for problem-solving and handling escalated participant issues.
- Sets up and attends FSC update and planning meetings with partners for integrated services model implementation and refinement; schedules and participates in other stakeholder meetings as required.
- Cultivates, maintains and documents partner relationships and agreements.
- Acts in a professional manner and is the outward facing representative for the FSC.
- Evaluates the FSCs programming and impact based on the strategic plan.
- Stays informed about developments and trends in human services and needs of the community.
- Leads tours with donors, community partners, grant funders and stakeholders.

Operational Planning and Management:

- Oversees day-to-day operations of the FSC to ensure a smoothly functioning, efficient organization.
- Develops, implements and enforces FSC policies and procedures with appropriate input from relevant staff and partners.
- Works with security staff to ensure safety of all staff, clients and volunteers.
- Creates strategic goals, indicators and outcomes that support the PPUW strategic plan.
- Develops and maintains overall calendar and schedule for the FSC, coordinating services, events, meetings and tours with funders and partners.
- Develops and manages MOUs and contracts related to partners.
- Maintains official records and documents in compliance with federal, state and local laws and regulations.
- Leads creation, implementation and evaluation of program service delivery from partner agencies.
- Determines staffing requirements for organizational management and program delivery.
- Ensures that staff members have the technology needed to accomplish their tasks in an effective, efficient manner.

Program Planning and Management:

- Develops and implements standards and controls, systems and procedures and regular evaluations.
- Supervises short term rental scheduling, event and program management and payments.
- Coordinates with kitchen manager to supervise community kitchen rentals, use and maintenance of space and all income and expenses related to kitchen rentals.
- Creates and coordinates necessary data collection processes to meet funder and partner reporting needs, ensuring that participant data is shared among partners appropriately.
- Ensures data reporting is timely and accurate.
- Continuously reviews FSC processes, service outputs and outcomes as part of ongoing quality improvement practices.
- Implements best practices as aligned with community needs.

Fiscal Planning and Management:

- Works side-by-side with grant writer on program specific grant applications and grant reporting.
- Participates in fundraising events and activities.
- Actively supports and participates in fundraising efforts to identify, prioritize and strategize revenue generation opportunities.
- Maintains knowledge of grant requirements and contracts specific to FSC functions.
- Works with senior leadership to develop the annual budget.
- Reviews grants to ensure they are appropriate to the mission and that there is adequate funding for grant administration.
- Maintains the overall budget for the FSC.

Communications/Advocacy:

- Collaborates/Leads in effective communication within FSC staff, clients, PPUW, El Paso County and City of Colorado Springs, government, media and other non-profit organizations.
- Develops and maintains cooperative relationships with key partners, elected officials, the faith community, schools and other local nonprofits.
- Responsible for outreach with the goal of increasing awareness of FSC programs and services in the community and increasing participant numbers.
- In coordination with other FSC staff, lead FSC outreach and advocacy activities such as tours, speaking engagements, and media interviews. Represent the FSC in the community.
- Oversees marketing and communications activities and materials to promote the FSC.

CREDENTIALS, EXPERIENCE AND QUALIFICATIONS

- Bilingual: Spanish/English strongly preferred.
- Bachelor's Degree in Human Services, Education, Program Management or related field, Master's Degree preferred.
- Minimum of 3 - 5 years of collaboration and program-building, strong leadership experience preferred.
- Prior experience working in a collaborative non-profit network is preferred.
- Proof and maintenance of proper legal authorization to work in the United States.

CORE COMPETENCIES for ALL UNITED WAY PROFESSIONALS:

- **Mission Focused** – Communicates effectively “the story” of the organization’s work to engage and energize donors, volunteers, advocates, and all other constituents in the community.
- **Relationship Oriented** – understands that people come before process and is astute in cultivating and managing relationships toward a common goal.
- **Collaborator** – understands the roles and contributions of all sectors of the community and can mobilize resources (financial and human) through meaningful engagement.
- **Results-Driven** – dedicated to shared and measurable goals for the common good; creating, resourcing, scaling, and leveraging strategies and innovations for broad investment and impact.
- **Brand Steward** – understands his/her role in growing and protecting the reputation and results of the greater network.

ENVIRONMENTAL FACTORS:

Business office environment; professional dress/attire expected. Physical demands of the position include the ability to talk and hear, prolonged sitting and/or standing, occasional lifting up to 50 pounds and regular use of computer and telephone. The position involves frequent and routine public contact and travel to outside meetings and events. Reliable transportation, valid driver’s license and verifiable automobile insurance are required. Occasional evening and weekend hours are expected.

This posting is not intended to be an exhaustive list of all duties, responsibilities or qualifications associated with the position.

Pikes Peak United Way is dedicated to the principles of equal employment opportunity. It is the policy of Pikes Peak United Way to staff positions with the best-qualified people regardless of age, race, sex, color, religion, national origin, disability, genetic information or any other applicable status protected by federal, state or local law.

Please submit cover letter and resumes to miriam@ppunitedway.org.