Job Description
Deputy Director, Falmouth Service Center (FSC)

Reporting to the Executive Director (ED), the Deputy Director (DD) will lead and manage the Falmouth Service Center’s (FSC) programs and oversee the delivery of services to the clients of FSC.

Responsibilities

General:

- Establish the tone of mutual respect and compassion at all levels of interaction at FSC
- In the absence of the Executive Director, assume all responsibility for the overall operation of FSC and Hand in hand Thrift Shop.
- Promote a culture of inclusiveness among all members of the FSC community, including clients, staff, volunteers, donors, and community partners.

Leadership & Management:

- Oversee facilitation of daily operations, communications, and management of all client programs.
- Provide leadership for the operations of all client programs and services. Implement and lead a continuous quality improvement process throughout the program and service areas, focusing on systems/process improvement.
- Promote regular and ongoing opportunities for all staff, volunteers, and clients to give feedback on program operations.
- Ensure that all FSC clients are receiving or are given referrals to appropriate services. Work closely with the Client Intake Coordinator to ensure that all client services are being managed and staffed appropriately and effectively.
- Work with the Volunteer Coordinator to ensure our volunteer ‘workforce’ is supported, encouraged, and nurtured.
- Partner with the ED to represent FSC with external constituency groups, including community, governmental, and private organizations.
- Ensure that all program activities operate consistently within the mission and values of the Falmouth Service Center, and in accordance with all applicable laws and regulations.
- Prepare and submit an annual client program budget to the ED for review and approval, manage effectively within this budget, and report accurately on progress made and challenges encountered.
- Provide programmatic leadership and input for all strategic planning processes with the ED and staff.
Infrastructure & Operations:

- Collaborate with the ED in essential internal leadership activities (human resources, administration, and organizational planning).
- Identify best practices and improve internal systems with an eye toward future needs and budget realities.
- Work with Administrative Assistant to create, maintain, and update procedural manuals for all client programs.
- Together with Volunteer Coordinator, provide mentoring, coaching and development opportunities to the volunteer workforce.

Communications & Technology:

- Collaborate with ED and Administrative Assistant to coordinate and oversee all communications and advocacy efforts, including the FSC website, social networks, press releases, newsletters and all communications.
- Manage and oversee ongoing developments and upkeep of client software, OASIS, in partnership with the Greater Boston Food Bank.
- Coordinate with ED on all monthly reporting for our client programs.
- Work with Administrative Assistant and IT Consultant to oversee any computer services issues.

Administrative:

- Provide supervision of the Client Intake Coordinator to ensure smooth operation of client services.
- Provide supervision of the Administrative Assistant in the implementation of FSC’s communication strategy, including website and social media.
- Provide supervision to key volunteer leaders & staff as needed in support of FSC’s client programs.
Skills and Abilities:

- Professional, compassionate, and friendly demeanor and ability to interact sensitively with clients
- Skilled in working with sensitive issues and clients under stress
- Must demonstrate a clear understanding of the effects that stress, poverty and hunger may have on clients which may impair their ability to navigate the system, communicate their needs, and/or follow through
- Strong leadership and relationship building skills
- Excellent verbal and written communication skills
- Committed to respecting client confidentiality
- Ability to work independently, as part of a team, and with volunteers
- A high level of organization and attention to detail
- Ability to work in a fast paced, dynamic work environment and multi-task. Flexibility is critical.
- Computer proficiency, particularly with the Microsoft Office suite (Word, Excel, PowerPoint)
- Working knowledge of Portuguese or Spanish preferred
- Bachelor’s degree in human services or management related field required or equivalent in education and experience combined
- 3 to 5 years related work experience including volunteer and staff supervision