

DIAL/SELF Job Description

Title: DIAL/SELF AmeriCorps Program (DSAP) Director

Department: Community-Service Learning

Supervisor: Executive Director

Status: Salary, Non-Exempt, 37.5 hours/week

Job Summary:

The DSAP Director (DD) stewards the overall design, quality, and integrity of the DSAP program by integrating member experience, program relationships, systems, compliance, evaluation, and continuous improvement into a coherent and values-aligned whole. The DD co-creates a learning community supporting positive youth development and civic engagement through National Service by:

- ❖ Designing and stewarding the full **member journey** from recruitment through exit, attending in particular to the **member development experience** from creating strong service partnerships to leading the learning community workshop space.
- ❖ Overseeing and aligning **program systems**, including compliance, evaluation, reporting, and learning.
- ❖ **Nurturing and responding to the relationships** that constitute DSAP's ecosystem and purpose, namely the members, young people, sites, community, staff, DIAL/SELF, AmeriCorps, and the MSA.
- ❖ Supervising and supporting the **Community Coordinator**, ensuring strong community engagement, leadership development, and program visibility.
- ❖ Translating program activities into **evidence, insight, and sustainability**, including reporting, grant writing, and strategic planning.
- ❖ Cultivating a culture of **continuous learning, responsiveness, and collaboration** across staff, members, sites, and partners.

Practically speaking, the DD takes a lead managing and stewarding the following DSAP systems: Recruitment & Selection, Member Training, Development & Supervision, Site Partner Management, Internal Grants Management & Compliance, Enrollment & Exiting, Evaluation, Performance Measurement & Continuous Improvement, and Reporting

DIAL/SELF is committed to creating a culture of diversity, equity, and inclusion, and the work of this position benefits from applicants able and willing to embrace this commitment. The Program Director exemplifies the values of the program.

Preferred Qualifications:

- Prior experience serving in DSAP or a similar AmeriCorps program
- Experience supervising staff
- Experience managing government or private grants/contract expectations
- Bilingual fluency

Basic Qualifications:

- Motivated by connection to the values and/or mission of the program.
(Values: creativity, collaboration, respect, belonging, positive youth development, integrity. objective: support greater connection to learning and social-emotional learning skills).
- 3+ years full-time work experience with AmeriCorps, education, youth work, and/or nonprofits.
- Ability to be open, collaborative, responsive, and communicative.
- Ability to create effective organizational systems for prioritizing tasks and following through.
- Willingness to take initiative in conceiving of and executing the steps to meet big picture goals. (i.e. is motivated to continuously improve the program and, where possible, expand capacity for and quality of program activities).
- Ability to handle stressful situations with healthy boundaries and model social-emotional learning.

- Brings creativity to program operations with an orientation of “how can we best make this work to benefit all?”
- Basic computer skills, including email, word processing, and spreadsheets.
- Experience with coaching, program coordination, and/or group facilitation preferred.
- Applicants with lived experience (navigating homelessness and housing instability as a youth or young adult) strongly preferred.
- Applicants with Spanish and/or ASL fluency strongly preferred
- Must have a valid driver’s license, reliable transportation, and have safe driving record (no major faults in last 3 years)
- Must live within 1 hour of DSAP office and workshop locations, ideally within community served
- CORI, SORI, DCF and FBI background required by funders as part of hiring process

Duties and Responsibilities:

Overall

- Attend to program operations, and ongoing systems’ improvements, to achieve program objectives, build sustainability, and strengthen the relationships that constitute DSAP.

Member Experience

- Take the lead in stewarding the “Member Development” experience, including:
 - Design and implement learning opportunities rooted in DSAP’s values, including Friday workshops, team service projects, and orientations (Academic, Summer, & individual). Prepare a curriculum of weekly workshop topics; coordinate guest facilitators; support participation, reflection, connectedness, contribution, and feedback responsiveness.
 - Facilitate a team service project, using circle-process as the model of team engagement and asset-based community development as the model for the project activities.
- Coordinate the member recruitment and matching process. Bring DSAP spirit from first interaction. Use innovative strategies to recruit a Corps representative of the communities served by the program.
 - Cultivate dynamic, developmental site service opportunities
 - Coordinate member match process with sites
 - Support member onboarding, including criminal history check processes
- Become familiar with AmeriCorps “Egrants” system (or whatever system may replace it), with regards to member enrollment and exiting functions.
- Become familiar with the Corps Network member health care benefits website and how to manage member health care.
- Serve as the point-person for a to-be-decided group of members and sites.
 - Support member growth through one-on-one Individual Development Plan meetings, site observations, and meetings with site supervisors. Identify and share resources as needed.
 - Maintain member files, up-to-date time tracking documentation, and meeting documentation.

DSAP Team

- Supervise, coach, and collaborate with the Community Coordinator, ensuring alignment between community-facing work and overall program goals.
 - Foster a collaborative DSAP Team rooted in trust, shared responsibility, and continuous learning.
 - Support staff in their role and growth aspirations, while meeting program needs.
- Collaborate with the Community Coordinator to carry out basic program functions such as member orientations, Friday workshops, service events (YELO/MLK), site partner meetings, and graduation.
- Participate in weekly meetings with the DIAL/SELF Executive Director

Collaborations & Community

- Foster strong relationships with DIAL/SELF central, MSA, site partners, and other AmeriCorps programs by timely reporting, consistency, responsiveness and positive collaboration.
 - Collaborate with DIAL/SELF, the agency, for mutually supportive programmatic operations.

- Develop strong community relationships through participation in local coalitions, community events, intentional outreach (in-person), and consistency. Recruit and cultivate site partners as needed.
 - Conduct host site RFP, application, and partnering process.
- Nurture a strong collaborative relationship with Upward Bound Summer to create and carry out onboarding, orientation, tracking, and regular support of the Summer Corps members.

Performance Measurement, Data, Systems Compliance, Evaluation & Continuous Improvement:

- Collaborate with DSAP CC to develop continuous improvements, in part through soliciting input and involvement from program participants (youth, members, sites, D/S, MSA, community at-large).
 - Implement an ethos of conscientious responsiveness that incorporates feedback and attends to the bigger picture of DSAP values and objectives.
- Become familiar with the logic model and data collection tools:
 - Consider how the tools might be refined and improved to serve their purpose
 - Begin to create an orientation strategy for members, sites, and fellow DSAP staff. How will they be successfully implemented? What will be the structure and consistency of the support offered by the program?
- Collect and ensure member timesheets, criminal history checks, evaluations, performance measurement tracking, and other documentation to meet compliance requirements.
- Take the lead on reporting, including monthly reports to the DIAL/SELF Board of Directors, semi-annual progress reports to MSA and AmeriCorps, and other MSA reporting as needed.
- Develop and implement an evaluation plan to build a chain of evidence, demonstrating the impact of DSAP programming. Coordinate external evaluation of DSAP, addressing AmeriCorps requirements.
- Undertake related training and development opportunities to grow within the DD role
- Support agency peers as needed with tasks as part of team approach to support the needs of agency programs

Compensation:

- \$60,450 per year (+\$975/year bonus for Bi-lingual Fluency, +\$975/year bonus for Relevant Lived Experience serving as a DSAP Member, +\$1,950/year bonus for both Bi-lingual Fluency and Lived Experience)
- Health New England, Delta Dental (70% employer paid)
- Life Insurance (100% employer paid)
- MA Extended Family & Medical Leave (100% employer paid)
- 12 Paid Sick & 21 Days of Paid Time Off per fiscal year at starting
- Up to 30 minutes paid self-care time per day
- Retention Bonus after 1 year (\$600)