

COMMUNITY SERVICES MANAGER

About the Organization: Building One Community (“B1C”) is a non-profit organization established in 2011 as a comprehensive resource center for immigrants in the Stamford, Connecticut area. B1C’s mission is to advance the successful integration of immigrants and their families.

B1C’s Community Services program assists immigrants with educational, medical and other practical challenges. We have onsite resources and connect with other community-based organizations to ensure that every program participant has the support they need to succeed.

Position: The **Community Services Manager** will provide strategic direction for the department, oversee services for program participants and supervise program staff. The Manager will maintain a small caseload of direct consultations. The Manager will also coordinate with other B1C departments for wraparound services and develop effective relationships with community service providers and stakeholders. This full-time exempt position allows for a hybrid work schedule of four days in the office and one day of remote work. The Community Services Manager will report to the B1C Program Director.

Primary Duties:

- Determine strategy and make programming decisions based on staff input and data analysis
- Supervise the work of three Case Managers and any department interns and volunteers
- Implement consistent processes across the department, including ongoing case management training for department staff
- Maintain a limited client caseload (10 hours per week); connect local immigrant families with internal and external services including education, immigration law and health care
- Strengthen relationships with community partners that are part of B1C’s referral system
- Organize the annual B1C Health Fair as well as occasional on-site vaccine clinics
- Create and analyze program data reports for senior management and Board as requested
- Assist the Development Department with funding proposals and reports
- Prepare department budgets and manage spending

Qualifications & Skills:

- Fluency in Spanish and English with demonstrated written and verbal skills required
- Licensed Clinical Social Worker (LCSW) preferred; Master of Social Work degree or equivalent work experience in a social services field required
- Empathetic interpersonal skills; comfort with public speaking and presentations
- Effective and timely task-management skills
- Data management experience required; Salesforce knowledge a plus
- Demonstrated sensitivity and ability to collaborate with people from diverse backgrounds
- Commitment to B1C’s mission and goals

To apply for this position, please submit your resume and a cover letter to jobs@b1c.org.

Building One Community is an Equal Opportunity Employer