

**Job Position Announcement and Description  
Suggested Format and Example  
[Organization Name]**

**Position:**

**Who We Are**

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**Required:**

**Preferred:**

**Salary Range**

**To Apply**

**All Are Welcome Here Services Center  
Job Position Announcement and Description  
Position: Deputy Director**

**Who We Are**

All Are Welcome Here (AAWH) Services Center is a multicultural provider of mental health services with a deep commitment to ensuring access to culturally appropriate, high quality mental health services for all people in need, regardless of who they are. AAWH has offered care in BigEast city for more than 30 years. We provide assessments, psychiatric treatment, counseling, and day services for adults (age 18 and up) with mental illness, including post-hospitalization services and outreach to the homeless. Our funding comes from primarily from Medicaid, Medicare, the local Department of Behavioral Health, and private donations, and our clients are extremely diverse. We offer care in both English and Spanish, and recently opened a new office, for a total of three service centers in high-need neighborhoods. In addition to providing services, AAWH has an advocacy component, which educates the public and policy makers about the need for increased resources and services as well as civil rights protections people living with mental illness.

**About the Position**

The position of Deputy Director is new, reflecting AAWH's recent growth and the need for administrative coordination and support across all service centers. The Deputy Director will oversee operations in the three service sites, helping to ensure that all have the resources, equipment, staffing, information, and support needed to ensure high quality, efficient services. The Deputy Director also serves as the second-in-command in the organization, supporting the Executive Director in planning, management, and resource development and serving as a member of the senior executive team along with the Executive Director, Finance Director, Development Director, and AAWH's senior clinicians: the Clinical, Day Services, and Case Management Directors. This position is administrative rather than clinical, requiring strong skills and experience in program and facilities management, human resources, and budget and performance monitoring. The Deputy Director must have an understanding of behavioral health services, a deep commitment to the mission of AAWH, and the ability to balance multiple responsibilities, tasks, and deadlines. Resource development experience would be very helpful, as would fluency in Spanish.

**Supervisor:** Executive Director

**Supervises:** Service Center Administrators (3) and HR Manager

**Duties and Responsibilities**

1. **Provide administrative oversight, coordination, and support for AAWH's service centers.**  
This includes the following::

- Ensure that centers have needed staffing, safe facilities, and needed equipment and materials
  - Develop, update, and ensure consistent implementation of policies and procedures are in place for center management and client protection
  - Monitor center operations and efficiency
  - Help to develop and regularly monitor center income and expenditures, working closely with the Finance Director
  - Supervise and support the Service Center Directors, ensuring that they receive needed information, training, and other professional development
  - Hold regular meetings of the Service Center Directors for joint planning, problem solving, and peer support
2. **Oversee human resources for the organization.** This includes the following;
- Supervise and support the HR Manager, who is responsible for providing support to all units and departments, including clinical units, in recruitment, hiring, onboarding, and personnel actions
  - Put in place and regularly review personnel policies and procedures, recommending needed changes to the Executive Director and Board of Directors
  - Work with the Finance Director to maintain employee benefits consistent with organizational values and capacity
  - Ensure that a consistent process for employee performance evaluation is in place and that all employees receive assessments at the end of their introductory period and then annually
  - Monitor use of, and recommend needed updates to, AAWH's salary schedule
  - Ensure that staff development plans and procedures are developed and implemented consistently and fairly for all staff
  - Manage the staff grievance process
3. **Assist the Executive Director with planning, management, and resource development.** This includes the following:
- Coordinate strategic planning for the organization
  - Assist with resource development visits and donor tours
  - Provide management and oversight when the Executive Director is absent
  - Help develop materials for and make presentations to the Board of Directors
  - Carry out other tasks as assigned by the Executive Director

### **Skills and Qualifications**

#### **Required:**

- Bachelor's degree and at least 5 years of related experience, or equivalent additional experience
- Practical experience in program planning, program and human resources management, and budgeting and fiscal monitoring
- Demonstrated supervisory experience
- Excellent communication skills, written and oral

- Ability to help implement vision, think strategically, and problem solve creatively
- Excellent interpersonal skills and a collaborative management style, with the demonstrated ability to work with diverse individuals and groups within and outside the organization and to motivate others In-depth understanding of and commitment to AAWH's purpose and values
- Ability to thrive in a fast-paced environment, set priorities, and keep calm while managing multiple tasks and deadlines
- Computer skills including Microsoft Office (Word, Excel, PowerPoint, Outlook)

**Preferred:**

- Master's degree in a related field
- Prior nonprofit experience
- Prior experience with behavioral health programs and services
- Knowledge of employee benefits
- Ability to challenge and debate issues of importance to the organization, innovate, and accept new challenges
- Fluency in Spanish
- Experience using Task Force software

**Salary Range**

\$90,000 to \$110,000, depending on experience.

**To Apply**

Please submit your resume, a cover letter describing your interest and qualifications, two brief writing samples and three professional references, with contact information and an indication of your relationship to each, to All Are Welcome Here Services Center via email to [EDoe@aawhsc.org](mailto:EDoe@aawhsc.org).