



Family & Individual Services Director

About Us: 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 Family & Individual Services (FIS) program assists immigrants with medical, educational and other practical challenges by helping them navigate institutional requirements and access social services. We have onsite resources and connect with other community-based organizations to make sure every program participant has the support they need to succeed.

Position summary: The FIS Director provides strategic direction for the department; plans, oversees and helps implement support services; coordinates with other B1C departments for potential wraparound services; develops effective relationships with other service providers and community stakeholders; and supervises program staff. This full-time, exempt position reports to the Deputy Director of B1C.

Essential duties:

- Works closely with the Deputy Director to determine strategy and make programming decisions based on staff input and analysis of data
- Develops and coordinates relationships with community stakeholders that are part of our referral system, including professionals in nonprofit, faith-based, corporate and civic sectors
- Supervises the work of the two Case Managers and any temporary staff members; ensures that services are rendered efficiently and to department standards
- Provides mentorship and coaching to support FIS staff development
- Establishes and implements consistent processes and procedures across the FIS department
- Connects local immigrant families to appropriate B1C and external services including healthcare, education, and immigration law. Arranges appointments and provides translation assistance where appropriate
- Supports participants with questions related to school enrollment and pre-school program applications
- Oversees coordination of the STEAM student enrichment program and Homework Club
- Oversees the emergency grocery card assistance program, which will close later in 2021
- Maintains detailed records in Salesforce participant database; creates and analyzes reports for senior management and Board of Directors as requested
- Assists the Development Department on funding proposals and reports
- Prepares department budgets and manages spending

Required Skills/Qualifications:

- Fluent verbal and written Spanish and English skills required; familiarity with Latin American culture; French/Creole a plus
- Three to five years of similar experience in a nonprofit organization, government agency or related setting required
- Master's degree in Social Work a plus
- Data management experience required; Salesforce knowledge a plus
- Relationship skills with a wide range of people, from newly-arrived immigrants to government officials
- Ability to advocate for B1C's program participants and instruct them in how to interact and advocate for themselves with various institutions
- Empathy and steadiness
- Experience working with immigrants
- Self-directed with strong organizational and communication skills
- Commitment to B1C's mission and goals

To apply for this position, please submit your resume and a cover letter to jobs@b1c.org. Resumes without a cover letter will not be reviewed; no telephone calls please.

Building One Community is an Equal Opportunity Employer