

Job Description – Assistant Director

Location: Roca Chelsea

FLSA Classification: Exempt

Organizational Overview

Roca has been serving young people in Massachusetts since 1988. We currently serve over 1,000 young people across 21 communities in Massachusetts, with three fully operating sites in Chelsea, Boston, and Springfield, and two satellite sites in Lynn, and Holyoke, MA. We opened a replication in Baltimore, MD, with a fully operational site in summer 2018. All of our sites serve high-risk young men, and our Chelsea and Springfield sites also serve high-risk young mothers.

Roca’s work is based on the theory that young people, when re-engaged through positive and intensive relationships, can change their behaviors and develop life, education, and employment skills to disrupt the cycles of poverty and incarceration. Roca’s Intervention Model engages the highest-risk 16-24 year olds in a long-term process of behavior change and skill building opportunities. Understanding that meaningful change doesn’t happen overnight, we deliver an Intervention Model that is four years long and allows for relapse during the process. We know that lasting change requires a safe space to grow and to flex newly acquired decision-making skills. If a young person is seeking change or can make it through our model without relapsing, then they are not a candidate for Roca and can likely be served by a less intense program.

Our Intervention Model is a cognitive-behavioral intervention based on the evidence-based practices of community corrections. It is the only community corrections model that is delivered on the street, to high-risk young people, by a non-mandated authority. The Intervention Model has five components: Relentless Outreach, Transformational Relationships, Tailored Programming, Engaged Institutions, and Performance Based Management.

Position Overview

The Assistant Director reports to the Director. This position will support the Director in leading the implementation and management of the Roca Intervention Model for high risk young men served by this site. The AD will also manage the team in meeting essential benchmarks and driving toward the outcomes of: no re-incarceration and long term employment.

Responsibilities

- Understand, practice and promote the vision, mission, and values of the organization.

Core Functions	Bottom Lines and Expectations	Targets
Program Implementation and Results	<ul style="list-style-type: none"> • Responsible for managing and leading program site to fully implement the intervention model and achieve targeted benchmarks/outcomes. • Support and assist the management team and staff with the coordination of daily operations-programming, work crews, outreach, check-in, emergency and critical incident responses, movement of young people, schedule, etc. • Manage ETO completion and compliance: contacts completed daily, assessments and other tools completed weekly/monthly • Daily & Weekly tracking of local arrest logs and Criminal Involvement Tracking in ETO. 	<ul style="list-style-type: none"> • 100% fill rate of TR slots • 100% compliance with Eligibility Forms, Consents, & Safety Profiles by 90 days • Dismissals do not exceed 20% • 100% compliance with ETO and all evaluation tools • Contact Standard Average remains within 10% of 80% Standard

Core Functions	Bottom Lines and Expectations	Targets
	<ul style="list-style-type: none"> • Use daily, weekly, monthly data reports to drive performance and fidelity • Assist youth workers and coaches with outreaching new referrals of participants and aide in determining program eligibility • Support and coach quality CBT and Circle delivery • Work in partnership with the Program Manager, and coaches, on the coordination of behavioral health, education, pre-voc, transitional employment programming • Work closely with the Director to lead crisis resolution and coach team members in crisis management, i.e. gang and street intervention issues in coordination with appropriate partners • Support coordination and implementation of Development Day Programming in collaboration with the Program Manager and TEP Coordinator. • Track participants in the Jail category to ensure minimum monthly contact with youth worker and/or designee and coordinate release/re-entry planning with Coaches and Youth Workers 	<ul style="list-style-type: none"> • Program Standard Average remains within 10% of 60% standard • 80% of caseload on timeline track • Work Crew Fill Rate at 125% for basic crews • Employment placement: 90% of timeline targets; 90% replacement rate within 30 days
<p>Management, Leadership, and Continuous Improvement</p>	<ul style="list-style-type: none"> • Run daily debrief check ins with team to address immediate coaching needs and issues • Run weekly team meetings and monthly trainings to support on-going development and continuous improvement of operations programming • Direct supervision of staff as assigned • Assess competencies and identify developmental needs of staff members and ensure plans are in place for each team member to meet developmental goals • Work in partnership with other managers to conduct team building and developmental trainings that enhance team/site culture, performance, and implementation. • Coach and onboard new staff in a comprehensive manner. • Use ETO data and reports daily to drive a performance culture and ensure progress toward programmatic benchmarks and outcomes • Write and use work plan for multiple tasks and work of assigned programs (annual, monthly review, intensive quarterly updates) • Review and prioritize work, needs, continuous improvement across assigned programs • Ensure appropriate integration with other components of Roca, and take responsibility for key processes affecting division operations. • In partnership with the CPO, lead the development and implementation of Roca's Education Assessment and Curriculum to support a coherent and cross-organizational alignment of educational programming. • Work in partnership with cross site team to ensure high quality implementation and continuous improvement of programming curricula (educational, vocational, workforce readiness, life skills, CBT) 	<ul style="list-style-type: none"> • 90% of weekly supervision completion • 100% of staff have annual evaluations (w/development goals) completed on time • Quarterly program caseload analysis, understanding needs, sufficient programming plan is completed • Quarterly 30, 60 , 90 work plans are completed • TBD- appropriate Program budget management

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	<ul style="list-style-type: none"> • Work in partnership with management to improve content and implementation of programming to meet the needs. This includes, but is not limited to, Financial Literacy, Life Goal Planning, Job Retention Support, Job Search, Future Visioning, WFR, CBT, etc. • Provide coverage for the Director and other key management positions as needed to ensure continuity and success of programming and operations • Work with the Director to support administrative responsibilities: reporting, budget management, grant writing, cohort management, performance management monthly reports etc... • Responsible for oversight of the appropriate use and care for resources of the organization that support the operations and delivery of the model (i.e. programming, facilities, vans, supplies, equipment, etc) 	
Partners and Networks	<ul style="list-style-type: none"> • Monitor and maintain relationships with key community partners; participate in coalitions, events, etc.; work with Employment Specialist and Development Team regarding employers; Meet regularly with Engaged Institutions such as Police, Parole, DOC, Probation, DYS, courts and members of the Judiciary. • Work in partnership with Director to develop and maintain partnerships with range of substance abuse, health and mental health partners for support of young people. • Represent Roca as required in meetings with local and regional government agencies, partners and community organizations. 	<ul style="list-style-type: none"> • 100% of quarterly advisory board mtgs occur • EI Plan and Strategy workplan • TBD-Track EI partnerships
General Responsibilities	<ul style="list-style-type: none"> • Serve as active member of organizational middle management team; attend standing meetings as appropriate, as well as program operations mtgs • Work in partnership with the senior and middle management team of Roca to lead, manage and sustain the organization • Other tasks as assigned 	<ul style="list-style-type: none"> •

Qualifications

The very nature of Roca’s work requires an individual of great commitment and energy to the mission. Roca seeks a highly driven individual who is good fit both personally and professionally for the culture of Roca. In addition, the ideal candidate for this position will be a trustworthy decision-maker. He/she will have a sense of humor, feel passionate and committed to direct work with high risk youth, and demonstrate interest in coaching and supporting coworkers.

Roca expects candidates to have the following skills and requirements:

- BA /Equivalent experience accepted --Minimum of three years of direct service work with high risk populations
- Must have a minimum of 3-5 years of management and supervision experience
- Previous curriculum development and experience with implementation/roll out of new curriculum
- Experience with managing multiple grants, tracking and reporting deliverables, and managing related funder relationships
- Understanding and experience working with high risk, multicultural, diverse young people

- Strong oral and written communication skills
- Capacity for strategic planning, creative problem-solving, conflict resolution, violence prevention
- Excellent at organizing, managing and completing multiple complex projects and tasks simultaneously with thoroughness, accuracy, timeliness and good humor.
- Self-motivation, initiative, sound judgment, and commitment to ongoing learning are essential
- Ability to work as a part of a team
- Flexibility with work hours/schedule as needed for programming and participant needs
- Computer Literacy and timely data entry
- A valid state issued driver's license is required
- Bilingual (English/Spanish) is preferred but not required.
- Ability to travel around the service area is required.
- Criminal background and driving record check required.
- Willingness and ability to work outside of normal business hours, and Holidays and/or weekends as needed.
- Ability to work with diverse cultures
- Strong attendance and high energy