

# **ASIAN YOUTH CENTER**

## **DEPUTY DIRECTOR**

### **JOB DESCRIPTION**

**January 2021**

#### **Position Summary**

The Deputy Director (DD) is a dynamic leader whose primary responsibility is the high-quality delivery of all programs and services. To that end, the DD provides strong leadership for functions which promote organizational effectiveness including operations, talent management and development, contract compliance, data utilization, continuous improvement, and performance management. In collaboration with the Executive Director and as a member of the leadership team, the DD sets and evaluates comprehensive goals for agency performance and growth. The DD translates strategy into operating plans and outcomes for the key program staff.

The DD is an inspiring, strategic and results-oriented leader with strong management, analytical skills and a depth of experience to ensure maximum performance and delivery on the AYC's mission and vision.

- Providing thoughtful leadership for all program design, refinement, and operations
- Leading and supporting the team in delivering high-quality services with fidelity to the models
- Building a culture of data-driven inquiry by supporting the team and leadership in using data to inform learning, refine programs, and improve performance
- Hiring staff and developing the team's capacity to deliver high-quality services
- Overseeing program contracts and relationships tied directly to services
- Overseeing operations including IT, facilities, and vehicles to support service delivery
- Thought partnership for policy and development strategies

#### **Key Dimensions of Position**

Reports to: Executive Director

#### **Programs and Services**

- Oversees the design, implementation, management, reporting, and assessment of all programs and services
- Works collaboratively with Executive Director, Program Directors and Management Team to ensure and maintain alignment of policies and procedures across all facets of the organization.
- Demonstrates an unwavering commitment to quality programs and managing of a data-driven environment
- Assists Executive Director, Program Directors and fiscal staff in program budget development and review process
- Provides leadership for program delivery by effectively supporting and managing Program Directors and Management Team
- Supports Executive Director and Development Team in fund development strategy and execution

#### **Organizational Effectiveness**

- Lead the implementation of AYC's program models with fidelity; Independently anticipate and analyze situations, define problems and objectives, recognize viable alternatives and formulate solutions, with understanding of the inherent risks and the implications of making tough decisions
- Lead development of work plans to guide implementation of strategy and systems to achieve outcomes across all program components; develops program innovations through best practices, research and evaluation
- Develop, implement and model a culture of learning by ensuring the regular use of data for continuous improvement and performance management; ensure that data insights drive action across programs and services through utilization of dashboards and regular data review
- Provide leadership and oversight to ensure data collection, data quality, utilization, functionality data management system (CiviCore) and assessment tools; regularly assess vendor relationships are meeting agency needs
- Effectively steward resources through cost analysis, budget development and oversight
- Drive a culture of high performance through effective goal setting, feedback and performance management practices
- Oversee smooth and safe operation of AYC facilities, manage relationships with AYC's lessors, and negotiate all office leases as necessary

## **Organizational Operations**

- Responsible for planning, establishing and supervising policies, procedures, systems, and vendors for agency wide
- Ensure that Information Technology is in place and maintained in order to support programs, services, and operations effectively
- Ensure that Facilities, vehicles and equipment are maintained in order to support programs, services, and operations effectively
- Develop, implement and document procurement policies & procedures and maintain vendor relationships
- Responsible for Insurance and risk management
- Oversight of reception, administrative support, and record keeping

## **Talent Management**

- Assist the Executive Director in the implementation of a talent management and development strategy across the organization; ensure the implementation of an effective performance evaluation process that incorporates professional development and training opportunities that supports strategic goals achievement
- With support from Human Resources, develop and execute a recruitment, hiring, and onboarding process that ensures program department and support staff operate efficiently with sufficiently qualified, trained staff
- Support the Executive Director to promote a culture which inspires and motivates staff to work together to deliver the highest quality programs across teams, departments and functions
- Maintains a high level of integrity; fosters open dialogue and encourages accountability and self-reflection; encourages respect, teamwork, and transparency among departments; proven capacity to coach, manage and develop high-performing teams, empowers staff to take ownership of strategic goals

## Knowledge & Skills

- Leadership skills as characterized by the demonstrated ability to develop a common vision with the Executive Director and a management style that results in engaged, highly motivated staff and teamwork. Effective and transparent communication and flexibility are required.
- Ability to read, analyze and interpret data and financial reports, contracts and other documents.
- Highly organized self-starter with good problem-solving and analytical skills; demonstrated expertise in quality and performance improvement; and demonstrated project management skills, including managing and prioritizing multiple tasks.
- Excellence in organizational management with the ability to coach staff, delegate, manage, and develop high-performance teams, set and achieve strategic objectives, and manage budgets
- Unwavering commitment to providing quality programs and data-driven performance management

## Education & Experience:

1. Master's degree or bachelor's degree with 10 years experience in nonprofit management or related field.
2. At least 5-7 years experience in non-profit management and supervision of multiple teams.
3. Experience in data collection, analysis, and use for decision making and reporting
4. Experience in grantsmanship and non-profit budget/fiscal management.
5. Proven results in developing and managing programs (contract compliance) funded by both public and private sectors.
6. Ability to supervise, motivate, and lead a multicultural professional staff.
7. Excellent computer skills, attention to detail, and ability to connect to the bigger picture.
8. Preferred:
  - a. Knowledge of social services for low-income, immigrant, and at-risk youth and families in the San Gabriel Valley and Greater Los Angeles Areas.
  - b. Experience in working with the diverse communities in the San Gabriel Valley and Greater Los Angeles Areas.
  - c. Bi-lingual in English and Chinese, Spanish, or Vietnamese

**Salary Range:** Negotiable, depending on experience

Please send a cover letter and resume to [Careers@aycla.org](mailto:Careers@aycla.org)

The Asian Youth Center is an equal employment opportunity employer and adheres to hiring practices in accordance with Federal and State regulations.