



Community Services Support Manager

Date: 7/9/2026

Reports to: Community Services Director
Classification: Full-time

Department: Community Services Director
Status: Non-Exempt

Position Summary:

The Community Services Support Manager will provide program development and data analysis to support the various programs in the Community Services Program. For the first year, this position will work exclusively to help establish connections with new partners, identify needs for families, and support program development in NEK-CAP, Inc.'s new expansion counties in the Northwest region. Following the first year, this position will begin to assist with providing program supports, data analysis, and compliance oversight as assigned. This position. This position does not hold any direct supervisory responsibilities but does provide indirect supervision and insight for program staff. Work is performed under the direct supervision of the Community Services Director and reviewed through regular supervision, meetings, reports, and program achievements.

Essential Functions:

Community Engagement and Partnership Development

- Serve as a positive representative and ambassador for the organization within the community.
- Participate in local and regional community groups that address services, local needs, community planning, and resources.
- Build and maintain relationships with community partners, stakeholders, agencies, and organizations of various sectors to create network towards community impact.
- Facilitate warm introductions and foster collaborative partnerships to support agency initiatives and service delivery.
- Communicate current agency programs and services to community partners and identify opportunities for future collaboration and program development.

Program Support and Strategic Development

- Assist in identifying emerging community needs and opportunities for program expansion. Identification will include review of feedback from community meetings and assessment, data trends, and agency strategic planning.
- Support the development and implementation of grant or community projects and strategic initiatives that align with organizational goals.
- Research and identify funding opportunities to leverage Community Services Block Grant (CSBG) resources and increase program capacity. Provide information and potential documentation as requested by program director for funding planning and applications.
- Support grant-related activities as assigned, including research and community collaboration efforts.
- Provide support to program staff as assigned to respond to applicants, coordinate services, or provide referrals to partner agencies as needed.
- Report child or adult abuse/neglect/exploitation as needed, communicate concerns with program director and document in file.
- Other duties as assigned

Data Analysis and Reporting

- Analyze agency data, reports, and performance metrics to identify data trends and program opportunities tied to family-level impacts and shared families between programs and departments.
- Assist with data collection, monitoring, and reporting processes across programs as assigned.
- Provide oversight and quality review of data entered by staff to ensure accuracy and compliance with reporting requirements.
- Collect, analyze data sources from local and regional sources to identify data trends and potential impacts to households, review with program director to assist with program development or community assessment.
- Develop summaries and recommendations based on data findings to support informed decision-making.
- Contact program participants directly to gather program satisfaction feedback and data, as assigned.
- Create localized reports to reflect program data trends as requested to help with communication for funders, partners, local units of government, or program applications as assigned by program director.

Resource Development

- Research, develop, and maintain community resource guides and referral materials across multiple counties and agencies.
- Verify the accuracy and relevance of community resource information.
- Coordinate the development of resource guides for designated service areas, initially focusing on newly assigned counties and expanding to broader organizational coverage.

Board and Community Relations

- Understand tripartite board composition and communicate recruitment activities as assigned.
- Report potential board nominations or referrals to Executive Director and Community Services Director to support board planning and engagement.
- Support board development activities and maintain relationships with community leaders and stakeholders.
- Participate in outreach efforts and events that increase community awareness and support of the organization's mission.

Knowledge and Experience To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education

- Bachelor's degree in Human Services, Social Work, Public Administration, Business Administration, Community Development, Project Management, or a related field preferred.
- Minimum of high school diploma or equivalent with at least two years experience in community outreach, program management, nonprofit administration, grant-funded programs, or a related field.
- Certifications or training in project management or similar areas accepted but not required.

Essential Skills

- Strong relationship-building and networking skills
- Proficient in data analysis and creating visualizations
- Proficient with computer and software skills including Microsoft Word documents, spreadsheets, and data software applications

- Basic understanding of general office equipment such as photocopiers, faxes, and phone systems
- Excellent written, verbal, and interpersonal skills for communication with the public, community partners, and co-workers.
- Strong organizational, time management, and executive functioning skills
- Commitment to confidentiality and best practices
- Multilingual skills including proficiency in Spanish to support communication with multilingual families.

Desired Skills

- Proficient knowledge or ability to learn local community resources
- Ability to learn and adapt to program and caseload needs while building knowledge and skills
- Ability to demonstrate or learn group presentation skills
- Displays passion and optimism

Cultural Competencies

- Uphold the shared values of the agency per the Employee Handbook and program policies
- Support management decisions both in actions and words.
- Attend all required training as assigned to promote professional development
- Complete other duties as assigned for programmatic success and impacts.

Physical Requirements/Work Environment

The physical demands described here are representative of those that must be met by an employee working in home visiting environment to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities.

- Ability to travel throughout the service area and attend meetings, community events, and training. Includes potential to travel during inclement weather.
- Ability to sit, stand, and use standard office equipment for extended periods.
- Ability to speak and hear others speaking.
- May require occasional evening or weekend attendance at community meetings or events.
- Must possess a valid drivers license and be able to use company vehicles for travel.

The duties listed above are intended only as illustrations of the various types of work that may be performed by this position. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or logical assignment to the position. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer requirements of the job change.