

Job Title	Community Outreach Program Director
Employer/ Agency	YMCA of Greater Houston
Job Description	<p>The YMCA of Greater Houston’s Community Outreach Program Director is responsible for the successful implementation and execution of services and key initiatives designed to support families in achieving long-term stability. This role involves managing day-to-day operations, supervising case managers, developing and monitoring program goals, and ensuring compliance with policies and procedures. The Program Director will work closely with community partners, coordinate resources, and track program outcomes to evaluate effectiveness. The Director provides strong program leadership, ensuring programs are aligned with strengthening families and supporting long-term stability while fostering a safe and positive environment that promotes belonging and connection. In addition to building and maintaining collaborative community relationships, the Director will recruit, hire, and onboard Program Managers to oversee case management, ensuring high-quality service delivery and program accountability. With a focus on excellence, the Director represents the YMCA with enthusiasm and commitment, driving community impact through youth development, healthy living, and social responsibility.</p> <ol style="list-style-type: none">1. Case Management: Provides comprehensive case management services by adding 10-15 new clients monthly, maintaining a portfolio of approximately 100 clients annually, conducting assessments, developing individualized service plans, and coordinating necessary resources to support family stability and long-term success. Maintains compliance with all state, local, and YMCA regulations and program standards to meet YMCA objectives and promote family stability and2. Family Engagement: Builds and maintains relationship with families through consistent communication including client orientations, newsletters, client conferences and client engagement events. Implements community outreach programs that may include food distribution, food pantries, enrichment programs and community opportunity3. Relationship Building: Develops and maintains strong relationships with community partners, funders, school administration, parent and community groups and other organizations and agencies related to assigned programs. Responds to all agency, parent and community inquiries and complaints in a timely4. Marketing & Promotion: Implements targeted marketing strategies to promote program growth and increase brand exposure within the community, focusing on reaching new families in need of case management services. Expands the program in alignment with strategic goals and operational plans, actively assisting with the distribution of program information and managing client intake and registrations to support continued growth.5. Program Compliance: Assures compliance with state and local regulations as they relate to program areas. Ensures that YMCA program standards are met and risk management policies are

	<ol style="list-style-type: none"> 6. Staff Development: Recruits, hires, and trains required program staff needed to meet Y staffing ratios. Reviews and evaluates staff performance and develops strategies to motivate staff to achieve program 7. Fiscal Management: Adheres to responsible fiscal stewardship, including managing all accounts receivables and accounts payable related to program Manage payroll related transactions and monitors for accuracy and completion. Ensures program operates within bud get and meets fiscal goals through forecasting and budget monitoring. 8. Center Engagement: Actively participates in YMCA center activities, meetings, and staff trainings. Intentionally collaborates with center program staff. Develop and maintain good working relationships with the directors, staff, parents and families by way of open communication, positive problem solving, flexibility, and 9. Program Evaluation: Collects necessary qualitative and quantitative data needed to monitor program evaluation and measure program effectiveness. Monitors and evaluates the effectiveness of and participation in program and make adjustment to program as 10. Annual Campaign: Participates in the annual fundraising campaign and committees as assigned at the center and meets staff campaign goals. Supports direct staff in their participation in the annual fundraising 11. Project Teams: Participates in project teams related to advancing the strategic vision and goals of the outreach 12. Child Abuse Prevention: Reports suspicious and inappropriate behaviors and policy violations. Follows mandated abuse and incident reporting requirements. Ensures youth are properly signed in and signed out, ensures only authorized adults are allowed in the facility, Adheres to policies related to boundaries with each child.
Qualifications	<ul style="list-style-type: none"> • 3-5 years previous experience in case management and/or family stability initiatives; 2 years supervisory experience preferred • Bachelor’s degree in related field or equivalent (preferred) • Knowledge of case management with a focus family stability models and/or policies and procedures • At least 21 years of • Previous experience with diverse • Bilingual in Spanish not required but preferred • Strong communication skills (verbal and written). • Available for trainings on occasional weekends and after hours • Bachelor’s degree and/or equivalent experience.
City, State, Zip	Houston, TX
Application Method	Apply Here: https://secure6.saashr.com/ta/6082553.careers?CareersSearch=&lang=EN
Opening Date	Immediately



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