



City Year Los Angeles
POSITION ANNOUNCEMENT
Service Director

Organization's Mission and Goals

City Year was founded in 1988 on the belief that young people can change the world. The organization unites young people of all backgrounds for a year of full-time service, giving them the skills and opportunities to change the world. As tutors, mentors, and role models, these diverse young leaders make a difference in the lives of children, and transform schools and neighborhoods in 19 U.S. locations. City Year's vision is that one day the most commonly asked question of a young person will be, "Where are you going to do your service year?"

City Year Los Angeles (CYLA) was founded in 2007 with an inaugural corps of 75 and is on a path to grow the program to 210 corps members by its fifth year.

City Year Service

City Year is focused on significantly reducing the high school dropout rate in each of our target cities. Through City Year's Whole School Whole Child service model, City Year deploys diverse teams of full-time corps members in schools to help students stay on track – and get back on track – to graduate. Corps members serve in schools as tutors, mentors, role models and leaders of after-school programs. As near-peers, corps members are uniquely able to help improve student attendance, behavior and coursework – which research confirms are indicators of a student's likelihood of graduating from high school. This school-based service is at the heart of City Year's approach to helping students and schools succeed.

Position Overview

Reporting to the Deputy Director of Program and Service, the Service Director develops and implements the site's service strategy and ensures overall service excellence. The Service Director is responsible for leading the staff and corps on service activities and evaluation, helping to cultivate relationships with new service partners and providing staff with the tools to manage school relationships, including the Los Angeles Unified School District, and ensuring resources are secured for successful service. The Service Director also handles all service-related aspects of the program.

Responsibilities

Service Partnerships and Practices: Assist in the cultivation of new school partnerships; Develop tools for managers and directors to effectively manage relationships with principals, teachers, and other school staff; Collaborate with service partners to ensure that the service model is meeting the needs of partners; work to adapt the model when necessary to changing conditions and needs.

Service Product Development: Conduct research and development for corps member service enhancements including partner-teacher orientations, California Standards Test (CST) initiatives, and literacy curriculum. Lead service team in developing and implementing tutoring intervention protocols for students falling behind in Literacy and Math. Provide leadership around and involvement in City Year service prototypes for in-school and after school service.

Evaluation and Reporting: Direct collection and analysis of student-level data to inform and improve in-school service; Create reports that reflect data and service outcomes and that can be targeted to varied audiences including funders, educators, and others; Provide leadership around qualitative data analysis and secure timely collection of partner surveys; Lead centralized AmeriCorps reporting; Lead program managers and service team in evaluating service and measuring corps member impact. Extensive Excel experience is required.

Team Management: Supervise the Service Manager, Training Manager, and Service Operations Manager.

Training: Work with Program Managers and service partners in identifying corps member training needs and ensuring that those needs are met; Ensure corps members training is aligned with and focused on meeting key service outcomes; delivering training to corps members around utilization of data.

Organization Initiatives: Advance the site's vision and goals, increases the quality of collaboration and alignment between departments and with national service team, and critically examines the direction of the organization and implements widespread policy changes. Partner with City Year Los Angeles Recruitment Department, Development Department, Government Relations & Communications Department and Civic Engagement Team through applicant interview process, stakeholder engagement, service day participation and cross-departmental committees as needed to ensure site-wide goals are met.

Qualifications

- Bachelors Degree required; Masters in Education, Policy, or Business Administration preferred
- Classroom experience a plus
- Belief in youth as agents of social change
- At least 3-5 years of leadership experience in community service, education, and youth development
- Strategic thinker – demonstrated track record of developing and improving systems
- Program evaluator – demonstrated track record in using data to evaluate programs
- Data Presentation – demonstrated ability to present data and results for a variety of audiences
- Trainer – demonstrated track record in running and overseeing training
- Excellent written and oral communication skills
- Strong interpersonal and relationship-building skills
- Strong group facilitation skills
- Outstanding planning skills – capacity to imagine, plan and implement
- Knowledge of the Los Angeles area’s community & educational organizations
- Strong attention to detail and proven organizational and project management skills
- Must be proficient in MS Word, MS Excel, and PowerPoint
- AmeriCorps/City Year alumni are encouraged to apply
- Proficiency in Spanish language a plus

Competitive salary and benefits.

Great benefits include healthcare, insurance, vacation, holidays, 401K, FSA, and more.

Qualified applicants should forward cover letter, resume and references to:

Jeffrey Hitchcock, Deputy Director of HR & Operations, at cylajobs@cityyear.org

Subject: City Year LA Service Director

*Please include where you found this City Year posting