

## Associate Director, Senior Services

**Eliminating racism. Empowering women.** YWCA Metropolitan Phoenix's mission lives in the soul of everyone at YWCA because we demand a world of equity and human decency. We envision a world of opportunity. We commit ourselves to the work of justice. Every day, we get up and do the work, until institutions are transformed; until the world sees women, girls, and people of color the way we do: Equal. Powerful. Unstoppable. All YWCA staff members are expected to function as self-directed members of a collaborative team, to model professional standards and the YWCA Mission, and to help sustain an environment that encourages women's and girls' investment in themselves and the YWCA movement. Successful candidates are on their own racial justice learning journey. We believe in **Self-Managed Teams (Learning, Creating, and Leading Together), Collaboration, Co-creation, Inclusivity, Respect, Engaged and Engaging, Fun and Joy.**

**Work Environment:** Work is performed primarily in community and in the Glendale office; there is opportunity for a hybrid working environment when scheduled with supervisor.

### Position Summary:

**YWCA** provides an excellent work environment with competitive pay and the opportunity for professional and personal growth. Success in this position will depend upon a positive outlook, solid work ethic, and the ability to operate in a team environment, as well as function independently where required.

The **Associate Director** will oversee and implement YWCA Metropolitan Phoenix programs relating to the aging population. Successful candidates are self-managed and will possess a background in customer service, be fluent in Microsoft Office suite and basic database applications, possess strong attention to detail, and the ability to confidently articulate YWCA's needs and logistical capabilities when interacting with vendors and partners. The Associate Director must have good leadership and interpersonal skills. We're looking for someone collaborative, resourceful, and who thrives in a fast-paced, nontraditional environment. This person demonstrates a learning mindset and is comfortable with social and racial justice initiatives. Finally, they strive toward equitable systems, more connected communities, and relationships with people from various economic and geographic backgrounds.

We encourage all who are interested and passionate about serving community, who meet most of the minimum qualifications or skills below to apply. If you or someone you know has experience in advocacy and community building, please forward or apply.

### Essential Functions

- Ability to manage both strategic and tactical responsibilities, complete complex tasks, and deliver on a timely basis
- Must be able to exercise excellent independent judgment and is self-directed
- Provide support in Senior Nutrition Programs, Transportation Services and Senior Activity Programs in partnership with the Senior Services Director
- Leads, develops, trains, and implements Health & Wellness Senior Programs; offered both in-person & virtually to the aging population
- Partners with the Director, Food Service Manager and Home Delivered Manager to ensure successful integration of services and programs



#### Metropolitan Phoenix

- Provide input into grant writing, budgeting process & program planning in collaboration with the leadership team
- Represent the YWCA in the community and with Meals on Wheels program
- Tracks weekly and monthly progress
- Other appropriate duties as assigned
- Demonstrated experience with MS Office, and data entry programs

#### Required Skills

- Works collaboratively within a team environment
- Ability to take ownership/responsibility of tasks of projects assigned/held
- Ability to navigate quickly between projects
- Can coordinate multiple tasks simultaneously
- Ability to be flexible and adaptable to changing work environments, priorities, and organizational needs
- Highly motivated, self-directed, and proactive problem solver
- Ability to navigate with empathy through communities
- Able to inquire with thoughtfulness and kindness while keeping communities at the forefront
- Excellent communication skills – both verbal and written
- Assist with acquiring learning opportunity partnerships with subject matter expertise to help support senior staff programs
- Administer/collect and analyze surveys and testimonials to document program impact
- Support account team with proper documentation of expenses and revenue
- Lead and/or assist with special projects to build capacity and strengthen programs
- Provide collaborative support with multiple partners supporting organizational goals
- Provide oversight & support at satellite locations throughout Glendale

#### Desired Qualifications

- Bachelor's degree in related field or equivalent work experience
- Bilingual in English and Spanish is preferred

**Responsible to:** Senior Programs Director

**Job Type:** Full-time, Exempt

**Salary:** \$43,000 - \$53,000



**Schedule:**

- 40 hours per week. Some weeks may require evenings and weekend hours.

**Benefits: *after 90-day waiting period***

- Health insurance
- Dental insurance
- Flexible spending account
- Life insurance
- Paid time off
- Vision insurance
- Retirement plan (employer contribution after 2 years)

**License/Certification Requirements:**

- Valid Arizona Driver's License with no restrictions
- Food handler Certification within 6 months of hire
- Must be eligible to work in the U.S. (E-Verify confirmation)
- Arizona Department of Public Safety Background level one Clearance

**Work Location:**

- Glendale Office or remote as scheduled with supervisor
- Community locations may be required for some duties

**TO APPLY:**

Submit your resume, cover letter and 3 references to:

YWCA Metropolitan Phoenix

Subject: Associate Director, Senior Services

Attn: [jobs@ywcaaz.org](mailto:jobs@ywcaaz.org)

**Open until filled**

YWCA Metropolitan Phoenix is committed to fostering a diverse and inclusive workplace. We are dedicated to hiring employees who reflect the communities we serve, including women, people of color, LGBTQ2S+ individuals, seniors, and people with disabilities. YWCA Metropolitan Phoenix will provide accommodations in all aspects of the hiring process. If you require an accommodation, we will work with you to meet your needs.