



Program Director

Chhaya CDC is a non-profit community development corporation based in the neighborhoods of Jackson Heights and Richmond Hill in New York City. Founded in 2000, the organization is committed to breaking down barriers to the economic, social, and political advancement of low to moderate income South Asian and Indo-Caribbean New Yorkers.

Chhaya CDC seeks a dynamic and experienced leader to join its senior management team in a Program Director position. As one of two Program Directors in the organization, this is a key leadership position overseeing community organizing, direct services, policy advocacy, and planning and development in the core areas of housing, economic empowerment, immigration, and civic engagement, and neighborhood planning. The Program Director will work closely with the Executive Director and other senior staff to lead the implementation and development of programs and services, ensure internal and external compliance, and achievement and reporting of goals to funders and other stakeholders. As a member of the executive team, the Program Director role includes setting and implementing organizational strategic goals, fundraising, talent management, program development, and external representation.

Essential Duties and Responsibilities:

Program Management

- Oversee Chhaya's community organizing efforts, including developing a strong membership base of community members that hold Chhaya accountable to its mission and advocate for the community; strengthen Chhaya's policy advocacy efforts focused on its core issue areas of housing, economic empowerment, immigration, and civic engagement through direct advocacy as well as facilitation of the organization's membership participating in community actions
- Oversee Chhaya's direct services and community engagement work including one-on-one counseling, group education, and advocacy on a wide range of issues including economic empowerment, tenants' rights, homeownership, foreclosure prevention, small business, immigration, and civic engagement
- Conduct program evaluation and ensure timely reporting on program impact and outcomes to the Executive Director, the Board, funders, and other supporters
- Build and manage collaborations with partner organizations on pressing community concerns and issue-based campaigns
- Supervise program managers, community organizers, counselors, and oversee volunteer and intern management
- Provide support, management, and oversight to program staff; coach management staff on effective supervision of frontline staff

- Provide office management oversight to ensure seamless operations and delivery of services
- Support professional development of program staff by ensuring access to training opportunities, sharing of best practices, and ensuring access to leadership opportunities
- Monitor program expense budgets to ensure alignment and compliance with adopted operational and individual program budgets

Strategic Leadership

- Work with the senior management and board of directors to build an organizational strategy and plan
- Assist the Executive Director with fundraising, program research, organizational management, and development efforts
- Work with the senior management and staff to build an organizational culture that is rooted in accountability, transparency, and collaboration
- Represent the organization externally in various forums (including speaking engagements, fundraisers, conferences, and meetings with government officials, individual donors, and partner organizations)
- Build coalitions with other organizations and associations to achieve strategic goals;
- Develop program budgets that feed the organizational budget and ensure compliance by staff
- Assist in the internal and external communication plan for the organization ensuring that program successes are highlighted effectively and in a timely manner

Fundraising

- Work with the development team to create and submit grant proposals that align with the organization's strategic plan
- Support fundraising events, meetings, and activities
- Work with the financial management and development teams to submit timely reports and vouchers to funders

As a member of the Chhaya staff, additional responsibilities may be added related to special events, critical initiatives, and other special cases that require full staff participation (some evenings and weekends). Further, as a senior director within the organization, the Program Director is expected to lead by example and help build a culture of ownership, accountability, fairness, inclusiveness, and fun.

Core Competencies:

To perform the job successfully, an individual should demonstrate the following competencies:

- Highly motivated to lead and committed to social justice
- Outstanding interpersonal skills; must be a team player with strong leadership skills;
- Strong analytical skills

- Detail oriented with strong organizational skills
- Good judgment, strong ethical values; reliable and trustworthy
- Critical thinker, problem solver, creative, open-minded and flexible
- Comfortable working within a diverse environment

Qualifications:

- Five to seven years experience in staff supervision, program design and implementation, and budget management
- Master's degree or equivalent
- Significant experience in community organizing and advocacy, with a proven track record of base-building and campaign management
- Strong experience in delivering social services/housing counseling/asset building programs
- Knowledge of, and familiarity with, South Asian and Indo-Caribbean immigrant communities in New York City
- Experience working with NY City Council, government agencies, and government funds strongly desired
- Ability to work under tight deadlines, prioritize, deal with high-level pressure and handle multiple priorities simultaneously
- Fluency in South Asian language desirable but not required

How to Apply:

Send a CV and cover letter to careers@chhayacdc.org with the email subject line: "Program Director Application - [FIRST NAME] [LAST NAME]".