



## JOB ANNOUNCEMENT

### **DEPUTY COMMISSIONER – FOR HOMELESS AND GENDER-BASED VIOLENCE PROGRAMS** **\$126,348.00**

#### **Department of Family and Support Services**

**Number of Positions: 1**

#### **Mission**

Working with community partners, we connect Chicago residents and families to resources that **build** stability, **support** their well-being, and **empower** them to thrive.

#### **Background - Department of Family and Support Services (DFSS)**

DFSS is the largest human and social service funder in the City of Chicago. The department serves approximately 500,000 vulnerable Chicagoans every year through 7 service areas: children and youth services, human services, workforce, seniors, gender-based violence (GBV) and homelessness. The department provides critical services through its network of 350 not-for-profit agencies with an operating budget of \$668 million in federal, state and local funding.

#### **Role of the Deputy Commissioner for Programs**

This position will serve as a key leadership role in of the department and will report directly to the Managing Deputy Commissioner and will be responsible for managing 2 program divisions. The Deputy Commissioner will be responsible for coordinating assignments and strategies across program divisions to ensure an overall cohesiveness.

The Deputy Commissioner will provide both strategic and tactical leadership to the Homeless and Gender-Based Violence program divisions. This includes:

- Ability to adapt annually to new opportunities without sacrificing program quality or operational excellence.
- Ability to bring depth to existing initiatives and create innovations that drive better outcomes for and focus on best practices and evidence.
- Serve as the expert and spokesperson for Homeless and Gender-Based Violence programs, including presentations to the Mayor's Office, funders, media and aldermen.
- Lead the DFSS' shift from outputs to outcomes as part of the department's strategic framework.

#### **Homeless Services Division**

The Chicago Department of Family and Support Services plays a key role in managing the City's infrastructure related to prevention, shelter, outreach, and supportive housing services. The Deputy Commissioner will work in close coordination with the Chicago Continuum of Care (CoC) (the federally mandated local body of stakeholders invested in ending homelessness). The Deputy Commissioner will also oversee outreach efforts which include the coordination of the Encampment Strategy and will collaborate with other city departments e.g.; Streets and Sanitation, Chicago Police Department and Mayors Office to address the needs of those unsheltered. The Deputy Commissioner will manage a funding portfolio of over \$65 million dollars.

## **Division on Gender-Based Violence**

The Division on Gender-Based Violence plays a crucial role in emergency response, and funds legal advocacy and counseling for survivors and their families. DFSS works closely with the network of gender-based violence, social service agencies and law enforcement to inform, educate and break the cycle of gender-based violence. The network collaborates on ensuring law enforcement protects victim safety, educating victims about their rights, helping victims evaluate their options of legal remedies under the law, and counseling victims with emotional support. The Deputy Commissioner will manage a funding portfolio of over \$10 million dollars.

### **Key Functions**

Under the direction of the Managing Deputy Commissioner of Programs the Deputy Commissioner is responsible for managing the operations of 2 program divisions, leading major social service efforts and special projects, and directing mass care initiatives. Position responsibilities include:

- **Manage 2 Program Divisions – 70%**  
Ensuring program goals and objectives are established and remain in compliance with overall departmental goals and grantor requirements as they relate to the overall well-being of Chicago's residents. In addition, this position is responsible for setting strategy and ensuring resources are linked to those in need. DFSS uses the Request for Proposals and contract specification/scope process to award contracts to selected service providers. This position is responsible for leading efforts in the development of RFPs and guiding the divisions efforts to build the capacity of the department's contracted service providers through monitoring, training, technical assistance and resource development. Each program division has a Director or Supervisor who is responsible for managing the day-to-day tasks and the associated staff within the program divisions.
- **Direct Mass Care Initiatives – 5%**  
Serving as the liaison for DFSS in emergency preparedness as it relates to human and social services within the City and the Office of Emergency Management and Communications. This position will be responsible for playing a key leadership role during heat and cold emergencies. This position will coordinate mass care activities, responsibilities include standing up shelters due to a natural disaster or weather emergency, opening a mass care reunification site, or working at the Emergency Operations Center during critical periods including weekends or overnight. Attendance at planning meetings may also be required. The Deputy Commissioner will work with the Deputy Commissioner for Workforce and Human Services as well as the Managing Deputy Commissioner on mass care initiatives.
- **Lead Major Social Service Efforts and Special Projects Within the 2 Divisions – 15%**  
On a regular basis, there is a need to manage special projects and program initiatives that may be short or long term as a result of city priorities, mayoral priorities or other special initiatives that fall within the 2 program divisions the Deputy Commissioner manages. The Deputy Commissioner is responsible for crafting the project plan and timeline as well as leading the execution of the project. These projects may include areas such as: Key activities may include obtaining input from multiple stakeholders, identifying the necessary resources, setting milestones, removing roadblocks and ensuring the project is executed on time. These initiatives may be DFSS focused or in collaboration with other City departments, sister agencies, delegate agencies and philanthropic partners. This position will also oversee the conduct of research to gather information on proposed initiatives and special projects; analyzes research findings and directs the preparation of operational reports and the presentation of recommendations.
- **Other – 10%**
  - Setting the strategic direction for new programs and initiatives that can support identified gaps and opportunities.
  - Identifying best practices and broadly sharing models with a vast network of service providers by engaging in active contract management with internal teams and external providers.
  - Leading staff who are responsible for working cross-functionally with administrative and support divisions including finance, contract management, grants, human resources, monitoring, policy and communications.
  - Coordinating with leading local and national research partners to design program evaluations and analysis to improve services.

- Working collaboratively with local and national human service advocates, city departments, sister-agencies and the City's vast network of community partners to deliver a comprehensive strategy to serve Chicago residents.
- Responding to inquiries from the Mayor's Office, State and Federal Agencies related to assigned program areas.
- Representing DFSS the media and at meetings with city officials, governmental agencies, policy and advocacy organizations and service providers.

**THIS POSITION IS EXEMPT FROM THE CAREER SERVICE.**

### **Qualifications**

- Graduation from an accredited college or university with a bachelor's degree in business, social work or public administration or a directly related field and supplemented by 7 years of managerial or project management experience;
- 4 or more years in management of social services programs preferably with an emphasis in Human Services programming including services for the homeless and survivors of gender-based violence and/or an understanding of mass care/emergency preparedness processes;
- Knowledge of logistic and coordination of emergency planning and ability to make decisions under pressure
- Proven track record in developing programs including outcome measures, research questions and evaluation criteria;
- Knowledge of grant making including the development of proposals, selection criteria and evaluation tools with the ability to make annual funding recommendations;
- Substantial, progressively responsible supervisory and staff development experience, which demonstrates the ability to manage multiple social service divisions at DFSS;
- Ability to work collaboratively with other leading social service partners including city and sister-agencies;
- Ability to plan and convene large groups of internal and external stakeholders;
- Strong political acumen, especially in addressing critical needs for in a resource constrained environment;
- Working knowledge of budget and project development/management;
- Proven ability to make presentations in a variety of settings; and to speak and write effectively;
- In-depth knowledge of social services and Chicago's network of human service organizations; subject matter expertise in one or more DFSS focus areas;
- Demonstrated leadership ability and supervisory experience;
- Ability to multi-task daily;
- Knowledge of and experience working with delegate agencies and/or non-for-profit organizations.

### **Selection Criteria**

This position requires applicants to complete an interview. The interviewed candidate(s) possessing the qualifications best suited to fulfill the responsibilities of the position, based on the oral part of the interview will be selected.

If interested, please submit a resume to the following:

Olga Rivera, Executive Assistant

Department of Family and Support Services

[olga.rivera@cityofchicago.org](mailto:olga.rivera@cityofchicago.org)

**ALL REFERENCES TO POLITICAL SPONSORSHIP OR RECOMMENDATION MUST BE OMITTED FROM ANY AND ALL APPLICATION MATERIALS SUBMITTED FOR CITY EMPLOYMENT.**

The City of Chicago is an Equal Opportunity and Military Friendly Employer

**City of Chicago**  
Lori E. Lightfoot, Mayor

**Department of Human Resources**  
Christopher Owen, Commissioner