



Position: Community Stability Manager
Supervisor: Director of Community Stability
Classification: Level IV, Exempt

+ Overview

The Community Stability Manager (CSM) supports the Community Stability Director in overseeing and administering the Community Stability Department. In this role, the CSM helps ensure program compliance and identifies opportunities to improve operational efficiency. The CSM manages many of the department's day-to-day operations, including supervising and supporting the professional development of Community Stability Intake Coordinators. This position will act as the temporary successor to the Community Stability Director during their absence and, in that capacity, may serve as a member of the CAPCIL leadership team.

+ Essential Job Functions

- Review Community Stability applications and approve or deny them with attention to detail, accuracy, and timeliness
- Monitor department reports to track program goals and deficiencies
- Supervise and support the daily work of Community Stability staff, including Energy Services Intake Coordinators and the CSBG Coordinator, ensuring quality, accuracy, and compliance with program requirements
- Collaborate with the Community Stability Director on staff training, professional development, and corrective action for Community Stability team members
- Build and maintain working relationships with energy vendors, contractors, landlords, and stability partners throughout the application process, serving as a liaison to support coordination among all parties
- Promote a positive customer experience by modeling and reinforcing respectful, responsive, and solution-focused service delivery
- Assist the Community Stability Director with policy, process and procedure development and maintenance
- Perform any other duties needed to help drive our vision, fulfill our mission, and abide by our organization's values

+ Education and Experience

- Associates degree or four years of clerical experience
- Proven experience in a supervisory role
- Excellent oral and written communication skills
- Proficiency in Microsoft Office and database systems
- A valid Illinois driver's license, insurance, and reliable transportation
- Ability to research and understand complex grant regulations and the desire to stay abreast those changes
- Willingness to travel, with no transportation restriction, to assist with intake, training, and conferences

+ Benefits

- Major Medical Plan. Community Action will pay a percentage of a monthly medical premium.
- Employee Term Life Insurance up to \$30,000 depending on age, spousal coverage (up to age 70) for \$10,000 and/or child coverage (up to age 26) for \$10,000 per child.
- Dental and Vision Insurance Plan (Employer paid for the employee, employees can choose to add on dependents at their own expense.)
- 403-b Retirement plan (CAPCIL will match up to 3%)

No contractual or similar obligation is implied or inferred by this job description or the employment relationship.

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Community Action Partnership of Central Illinois Job Description

- Paid Time Off/PTO (6.5 days at time of hire, an additional 6.5 days after the 90-day probationary period, prorated based on hire date and increases with continued employment)
- Sick Leave (accrues at the rate of 4 hours per pay period for Full-Time and 2 hours per pay period for Part Time)
- 18 Paid Holidays (Including your birthday)

+ Key Performance Indicators

Outcome	Performance Indicator	Measure and Tool	What does Good Look Like?
Customers are connected to additional services to support overall stability and well-being	Number and quality of referrals to other internal or external programs	Referral report in CAP60	300 total referrals in a calendar year <ul style="list-style-type: none"> • 75 referrals per quarter • 25 referrals per month
Customers increase their ability to meet their own needs and maintain stability over time	Percentage of customers improving self-sufficiency	Self-Sufficiency Matrix	≥75% show improvement
Quality and completeness of LIHEAP and CSBG customer files	Number of monitoring findings	DCEO Reports	No repeat findings and no more than 3 significant findings

Signature of Staff Member

Date

Signature of Human Resources Director

Date