



**Position:** Director of Community Stability  
**Supervisor:** Executive Director  
**Classification:** Level V, Exempt

## + Overview

The Director of Community Stability is responsible for the strategic leadership, coordination, and oversight of the Agency's Community Services Block Grant (CSBG) and Energy Services Programs (LIHEAP and PIPP). This position ensures the delivery of high-quality services to individuals and families through an integrated and efficient system that promotes self-sufficiency, stability, and energy security. The Director provides leadership for program development, compliance, staff supervision, community partnerships, and fiscal management. The position works closely with the Fiscal Office and Executive Director to develop, monitor, and manage budgets and grant funding while ensuring adherence to all federal, state, and local regulations.

## + Essential Job Functions

- Provide overall leadership and oversight of CSBG and Energy Services programs including LIHEAP and PIPP.
- Develop, implement, and maintain policies, procedures, and program standards to ensure compliance with funding requirements.
- Ensure effective coordination and integration of services across agency programs.
- Evaluate program effectiveness and implement continuous improvements.
- Assess community needs through data analysis, surveys, and collaboration with partners.
- Establish and maintain partnerships with community organizations to maximize service delivery and prevent duplication.
- Ensure customers are connected to appropriate internal and external resources to support stability and self-sufficiency.
- Ensure program resources, materials, and operational supports are available to meet service delivery needs.
- Prepare, submit, and manage grant applications and reporting for CSBG and Energy Programs.
- Ensure all programs meet compliance requirements, including monitoring standards and documentation.
- Maintain accurate records, customer files, and reporting systems to meet audit and monitoring expectations.
- Develop, monitor, and manage departmental budgets in coordination with the Fiscal Office.
- Track expenditures and maintain budget compliance within acceptable variance.
- Authorize program expenditures and ensure responsible fiscal management.
- Supervise, train, and evaluate program managers and staff across CSBG and Energy Services.
- Administer personnel policies and support staff development and performance management.
- Foster a culture of accountability, innovation, and professional growth.
- Oversee program materials, supplies, and equipment, ensuring proper inventory and maintenance.
- Support agency-wide systems including intake, referrals, and service coordination.
- Assist in public awareness and outreach efforts to promote program services.
- Perform other duties as assigned to support agency mission and strategic goals.

## + Education and Experience

- Bachelor's degree in Business, Public Administration, Social Services, or related field preferred
- 3–5 years of leadership experience in community services, energy assistance, or related programs
- Experience in grant management, budgeting, and compliance
- Strong leadership, communication, and partnership-building skills
- Proficiency in Microsoft Office and database systems

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

Updated: May 27, 2026

## Community Action Partnership of Central Illinois Job Description

- A valid Illinois driver’s license, insurance, and reliable transportation
- Willingness to travel to attend training courses and monitor sites throughout the service area

### + Benefits

- Major Medical Plan: Community Action pays a percentage of the 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 dependents at their own expense)
- 403-b Retirement plan (CAPCIL will match up to 3%)
- Paid Time Off/PTO (6.5 days at 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  75 per quarter 25 per month
Customers increase their ability to meet their own needs and maintain stability over time	% 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