

Position Title: MAPS-Community Services Manager/Director

Organization: MAPS-Community Services

Reports To: Executive Leadership / COO of MAPS

Location: Redmond, WA

Start Date: November/December 2025

FLSA/Washington Classification: Full-time

Position Summary

Are you passionate about making a lasting difference in people's lives? At MAPS-Community Services, we serve as a lifeline for individuals and families navigating challenges such as food insecurity, housing, refugee resettlement, and other humanitarian needs. As our Community Services Manager/Director, you will lead with purpose—shaping strategy, guiding a talented team, and managing a \$2M budget to drive real impact.

In this role, you will oversee MAPS' humanitarian services, ensuring programs remain mission-driven, legally compliant, financially sustainable, and operationally efficient. You will lead strategic planning, day-to-day operations, partnerships, and impact measurement across community support services including case management, food and housing assistance, refugee and immigrant support, senior programs, and other evolving needs of the Muslim and broader community. This position also includes oversight of full-time staff and contractors and is a fully on-site role.

Key Responsibilities Strategic Leadership

- Develop and execute MAPS-Services long-term strategy for community services.
- Translate MAPS vision into measurable outcomes with annual goals and KPIs.
- Identify emerging community needs and design responsive programs.

Program & Operations Management

- Oversee day-to-day program delivery across all community service areas.
- Establish policies, procedures, and compliance protocols.
- Manage program budgets, reporting, and grant deliverables.
- Lead oversight of a \$2M annual budget with responsibility for FTEs and contractors.
- Implement continuous improvement processes for efficiency and quality.
- Community Engagement & Partnerships
- Build and maintain strong partnerships with local nonprofits, government agencies, and service providers.
- Represent MAPS-Services in community coalitions and advocacy efforts.

- Ensure culturally competent and inclusive service delivery.

Team Leadership & Development

- Lead and mentor staff, contractors, and volunteers.
- Build capacity through training, delegation, and empowerment.
- Foster a collaborative, mission-focused work culture.

Fundraising & Reporting

- Support grant writing, grant reporting, and donor engagement.
- Ensure timely impact reporting to stakeholders and funders.
- Monitor and communicate outcomes, success stories, and lessons learned.

Key Performance Indicators (KPIs)

- Community Impact: Annual growth in the number of individuals and families served, with measurable improvements in their wellbeing and stability.
- Program Excellence: Successful delivery of all programs, grants, and contracts on time, within budget, and with high client satisfaction.
- Financial Stewardship: Effective management of a \$2M budget, ensuring sustainability and strategic use of resources.
- Team Leadership: High retention, engagement, and professional growth of staff, contractors, and volunteers under the Director's leadership.
- Partnership Strength: Expansion and depth of collaborations with nonprofits, government agencies, and donors, reflected in new opportunities and resources.
- Innovation & Responsiveness: Ability to identify emerging needs and design new or adapted services that achieve positive, measurable outcomes.

Qualifications:

- Bachelor's degree in Social Work, Public Administration, Nonprofit Management, or related field (Master's preferred)
- 5+ years of experience in nonprofit or human services management, including staff supervision and budget oversight
- Strong leadership, communication, and partnership-building skills
- Proven success in strategic planning, program delivery, and grant or contract management
- Experience working with diverse communities, including refugees and immigrants
- Culturally competent and aligned with MAPS' mission and values

Compensation:

- Base Salary Range: \$90,000–\$110,000 (DOE).
- Benefits (general description): Employer-sponsored health insurance; Health Reimbursement Arrangement (HRA); paid sick leave (accrued at least at Washington's statutory minimum for eligible employees); paid time off and paid holidays; Washington Paid Family & Medical Leave (state program)

Work Conditions & Accessibility

- On-site role in Redmond, WA; occasional evenings/weekends for programs or events.
- MAPS provides **reasonable accommodations** to qualified individuals with disabilities to perform essential job functions.

Equal Opportunity & Religious Organization Note

MAPS is an equal opportunity employer. We prohibit discrimination based on protected characteristics under federal, state, and local laws. As a religious nonprofit, MAPS may consider religion a bona fide occupational qualification where appropriate to our mission; this position **does not** require a particular faith. We reasonably accommodate sincerely held religious beliefs and practices.

To Apply: Email your resume and cover letter to coo@mapsredmond.org with the subject line “Community Services Manager/Director – Application.”