

DIAL/SELF Job Description

Title: DIAL/SELF AmeriCorps Program (DSAP) Systems Specialist

Supervisor: DSAP Director

Status: 20 hours per week, hourly, non-exempt employee

Job Summary:

Values & Mission: The DSAP Systems Specialist (PSS) builds and strengthens relationships through systems upkeep, reporting (to DIAL/SELF, MSA, and AmeriCorps), supporting the alignment of program operations with the values and objectives of the program, and by fostering ongoing collaborative efforts to improve program practices and better achieve objectives. In particular, they will take the lead on performance tracking, qualitative inputs collection, the evaluation plan, reporting, and grant-writing support. They collaborate with the DSAP Team to coordinate systems design, delivery, and tracking. They co-operate a responsive system for continuous learning and improvement. DIAL/SELF is committed to creating a culture of diversity, equity and inclusion, and the work of this position will benefit from applicants able and willing to embrace this commitment. The DSAP Systems Specialist exemplifies the value of the program!

In practical terms: The DSAP PSS takes the lead on managing the following DSAP Systems: “Internal Grants Management” (i.e. data collection); “Criminal History Checks”; “Enrollment” and “Exiting”; “Continuous Improvement,” collaborating with the DSAP Team on following and developing DSAP systems.

Preferred Qualifications:

- Prior experience serving in DSAP or a similar AmeriCorps program
- Experience managing government or private grants/contract expectations
- Bilingual fluency

Qualifications:

- Motivated by connection to the values and/or mission of the program.
(Values: creativity, collaboration, respect, belonging, positive youth development, integrity.
objective: support greater connection to learning and social-emotional learning skills).
- Experience with AmeriCorps, education, youth work, and/or nonprofits.
- Ability to be open, collaborative, responsive, and communicative.
- Ability to create effective organizational systems for prioritizing tasks and following through.
- Willingness to take initiative in conceiving of and executing the steps to meet big picture goals. (i.e. is motivated to continuously improve the program and, where possibly, expand capacity for and quality of program activities).
- Ability to handle stressful situations with healthy boundaries.
- Brings creativity to program operations with an orientation of “how can we best make this work to benefit all?”
- Strong computer skills, including email, Google suite, word processing, and spreadsheets.
- Must have a valid driver’s license, reliable transportation, and have safe driving record (no major faults in last 3 years)
- Must live within 1 hour of DSAP office and workshop locations, ideally within community served

- CORI, SORI, DCF and FBI background required by funders as part of hiring process

Duties and Responsibilities:

- Orient to the big picture of the program, and the following systems in particular: Internal Grants Management, Enrollment, Exiting, and Continuous Improvement.
 - Begin by reviewing the DSAP Systems Binder, grant proposal, logic model, systems timeline, related materials in the DSAP drive, and related MSA “basecamp resources.” Please note these are baseline, guiding materials, and they don’t necessarily capture the fullness of DSAP’s spirit and mission.
- After becoming familiar with the logic model and data collection tools:
 - Consider how the tools (i.e. youth activity log that members use to track activities) might be refined and improved to serve their purpose
 - Begin to create an orientation strategy for members, sites, and fellow DSAP staff. How will they be successfully implemented? What will be the structure and consistency of the support offered by the program?
- After becoming familiar with the continuous improvement system, consider how tools might be refined, improved, and implemented with consistency and fidelity. The “continuous improvement system” outlines baseline mechanisms by which DSAP translates participation and input into ongoing programmatic improvements.
 - Collaborate with the DSAP Team to develop continuous improvements, in part by using and expanding upon current program systems for soliciting input and involvement from program participants (youth, members, sites, D/S, MSA, community at-large).
 - Implement an ethos of conscientious responsiveness that incorporates feedback and attends to the bigger picture of DSAP values and objectives. Continuous improvement is an ethos, a model of ongoing learning, more than an instance of feedback and response.
 - In July-Aug each year, generate a continuous improvement report, summarizing the various information and outlining some key considerations for the following year.
- Foster strong relationships with DIAL/SELF central, MSA, site partners, and other AmeriCorps programs by timely reporting, consistency, responsiveness and positive collaboration.
 - Take the lead on reporting, including semi-annual progress reports to MSA and AmeriCorps, supporting the DSAP Director with monthly reports to the Board, and other reports as needed.
- Implement the current evaluation plan to build a chain of evidence that demonstrates the impact of DSAP programming. Coordinate external evaluation of DSAP, addressing AmeriCorps requirements.
 - Start by getting familiar with the current evaluation plan proposed in the most recent grant.
- Become familiar with AmeriCorps “Egrants” system (or whatever system may replace it), with regards to member enrollment and exiting functions.
- Become familiar with the Corps Network member health care benefits website and how to manage member health care.
- Collaborate closely with the DSAP Team to remain compliant with and successfully carry out the criminal history check process with all incoming members.

- Provide secondary oversight to member time tracking, to ensure timely correction, collection, processing, filing, and communication about member time tracking tools.
- Collaborate with the DSAP team to carry out evaluations, performance measurement tracking, and other documentation to meet compliance requirements.
- Collaborate with the DSAP Team to develop a sustainability plan, in part by capturing and telling the story of DSAP in quantitative data & qualitative snapshots.
- Collaborate with the DSAP Director and DIAL/SELF Executive Director on DSAP grant writing.
- Collaborate with DIAL/SELF, the agency, for mutually supportive programmatic operations.
- Undertake related training and development opportunities to grow within the DSAP PSS role
- Support Upward Bound Summer Corps onboarding and tracking
- Other duties as assigned.

Compensation:

- \$24/hour (+0.50/hour Bilingual Fluency, +0.50/hour relevant AmeriCorps Lived Experience, +1.00/hour for both Spanish Fluency and AmeriCorps Lived Experience)
- Rate of pay is determined by annual budget and not subject to negotiation.
- Health New England, Delta Dental (50% employer paid)
- MA Extended Family & Medical Leave (100% employer paid)
- 12 Paid Sick & 21 Days of Paid Time Off per fiscal year at starting
- Up to 30 minutes paid self-care time per day
- Retention Bonus after 1 year (\$600)