



COMMUNITY SERVICES MANAGER

Full time - Non-exempt



ABOUT NAF

Ataxia is a rare neurological disease affecting tens of thousands of people in the US and many thousands more around the world. It is progressive, affecting a person's ability to walk, talk, and use fine motor skills.

The National Ataxia Foundation (NAF) was established in 1957 to help persons with Ataxia and their families. Our mission is to accelerate the development of treatments and a cure while working to improve the lives of those living with Ataxia. NAF's vision of a world without Ataxia will be accomplished through our primary programs of funding Ataxia research, providing vital programs and services for Ataxia families, and partnering with pharmaceutical companies in the search for treatments and a cure. We work closely with the world's leading Ataxia researchers and clinicians, promoting exchanges of ideas and innovation in Ataxia discovery.

Company Profile

Location
Minneapolis, MN

Size
21 staff members

FY 2024 Revenue
\$7.1 million



VISION

A world without Ataxia.

MISSION

To accelerate the development of treatments and a cure while working to improve the lives of those living with Ataxia.

ENSURING THAT NO ONE EXPERIENCES ATAXIA ALONE, UNTIL NO ONE EXPERIENCES ATAXIA, PERIOD.

Core Values

NAF's values are grounded in our passion and empathy for the Ataxia community.

- **Caring** – We respect one another and those living with Ataxia.
- **Motivated** – We use our passion to inspire our community to act NOW!
- **Collaborative** – We evolve together and support each other to achieve our mission.
- **Impactful** – We listen to our members to build creative, meaningful programs.
- **Accountable** – We are transparent in our words, actions, and results.





FISCAL YEAR 2024 HIGHLIGHTS

- **\$3.5M+** spent on research and drug development initiatives
- **\$1.6M+** spent on education and support programs
- **80%** of our expenses **directly support** the programs we offer
- **18 Ataxia research grants** awarded
- **581 local support group meetings** hosted
- **94 advocacy meetings** with members of Congress
- **56 clinicians trained** at NAF's Ataxia Clinical Training
- **34 NAF Ataxia Centers of Excellence** around the world

WAYS WE FULFILL OUR MISSION





POSITION DETAILS



Community Services Manager

Reports to Vice President of Operations
Full Time, Exempt

Compensation

\$75,000 to \$85,000

Location

All work is performed remotely. Applicants must have reliable internet service from their location.

Position Summary

The National Ataxia Foundation seeks a compassionate, experienced, and licensed clinical professional to serve as Community Services Manager (CSM). This role will develop and lead a national network of contracted social workers who will provide direct support to the Ataxia community. The CSM will oversee program development, train contracted staff and ensure delivery of high-quality services that empower individuals and families to navigate complex medical, mental health, and daily living challenges.

This position combines network management, short-term direct client support, program innovation, and advocacy to improve quality of life for those living with Ataxia.

Qualifications

Required

- Master's degree in Social Work (MSW).
- Current LCSW or equivalent state clinical license in good standing.



Qualifications

Required (continued)

- Minimum 5 years of experience serving individuals with complex medical conditions.
- At least 2 years of staff supervision or program management experience.
- Demonstrated ability in case management, crisis intervention, and resource navigation.

Preferred

- Experience in rare disease, neurology, or chronic illness communities.
- Trauma-informed care training.
- Proficiency with case management software.
- Bilingual fluency (English/Spanish strongly preferred).



Core Competencies

To be successful in this role, candidates should possess the following skills:

- **Empathy and Compassion** – Passionate about enhancing the quality of life for individuals and families impacted by Ataxia. Exhibits a keen ability to empathize with others, approaching all interactions with kindness and a deep concern for the well-being of the Ataxia community.
- **Communication** – Must possess outstanding oral, written, and group communication skills. Should be adept at listening effectively and tailoring communications to the needs of the individual. Will also be skilled in assessing needs, developing care plans, and advocating for the Ataxia community effectively.
- **Interpersonal** – Has the ability to engage professionally and effectively with both colleagues and members of the Ataxia community, fostering positive interactions.
- **Cultural** – Demonstrates a deep understanding and respect for diversity in all its forms, including race, ethnicity, gender identity, sexual orientation, socio-economic status, age, physical ability or disability, and religious or political beliefs. This insight is essential to delivering appropriate and sensitive services to the Ataxia community.
- **Organization** – Exceptional organizational and analytical skills are crucial, with a proven ability to multitask and meet tight deadlines effectively.



Core Competencies (continued)

- **Critical Thinking** – Skilled at evaluating complex situations thoughtfully and developing innovative solutions that align with the mission of NAF.
- **Technical** – Proficiency with Microsoft Office 365 applications and online meeting platforms, is essential. Experience with, or the aptitude to quickly learn project management tools, Facebook group management, and donor databases is required.



Key Responsibilities

Network Development & Management

- Recruit, onboard, train, and manage a nationwide network of contracted social workers.
- Create, negotiate, and manage service contracts.
- Develop and maintain reporting standards for services provided.

Short-Term Direct Client Support

- Provide limited, short-term assistance to members as needed.
- Support may include occasional crisis intervention, short-term case management, and connecting members with appropriate resources.
- The primary focus of this position is on program management and network development, not daily client caseload.

Program Development & Resource Creation

- Create and maintain resource materials for NAF's website and educational programs.
- Design and deliver workshops, webinars, and conference sessions based on community needs.
- Innovate programming to address emerging challenges in the ataxia community.

Reporting & Compliance

- Document all client interactions in NAF's database.
- Ensure services meet professional and ethical standards.
- Evaluate program outcomes and recommend improvements.



Key Responsibilities (continued)

Additional Duties

This is a remote position, with significant travel (at least 6 times per year) for meetings, conferences, and training. All travel expense is paid. Reasonable accommodation will be made for individuals with disabilities to perform essential job functions.



Benefits Offered

- Medical, Dental and Vision Insurance
- Healthcare flexible spending accounts, FSA or HSA
- Employer-paid basic term life insurance
- Short-term and long-term disability
- Paid parental leave program
- Sick Leave, earn up to one day per month
- Vacation, 15 days per year (20 days after 5 years of service)
- 8 paid holidays plus annual office closure between Christmas and New Year's
- 401(k) plan with employer match



How to Apply

To apply, email your cover letter and resume to **Kyle Billadeau** at kyle@ataxia.org. Please note "Community Services Manager" in the subject line.

EEOC Statement

NAF is committed to equal employment opportunity. We do not discriminate in recruitment, hiring, or any other employment practices for reasons of race, color, gender, religion, national origin, gender identity, age, sexual orientation, marital or veteran status, disability, or any other legally protected status.