



Deputy Director

Grail Family Services

San Jose, CA

Salary: \$140,000 - \$170,000

The Organization

For more than 25 years, Grail Family Services (GFS) has been the heart of family resources, child care, and early learning in the historic Mayfair neighborhood of East San Jose. We advance the belief that services like high quality child care can transform lives and communities. GFS partners with families, schools, and communities to promote children's success and well-being. We serve a community where more than 50% of local students are not reading at grade level by 3rd grade. Through our programs and family engagement efforts, we inspire lifelong learning and support the intellectual, creative, social, emotional, and physical development of every child. We believe strong partnerships with parents are key to success. We pair data with lived experience, co-designing solutions with families and sharing what works to strengthen early learning locally and beyond.

Through our First 5 Family Resource Center, we deliver information and referrals, coordinate services in partnership with members of the Si Se Puede Collective, and provide parenting workshops with onsite child enrichment to our local community. GFS has also designed and implemented innovative, family-focused programming that are research based, such as our Family Math Program (in partnership with Stanford University's DREME Network and NYU) and the Building Blocks of Parenting™ (BBP) App (in collaboration with the Santa Clara County Office of Education and FIRST 5 Santa Clara County). We continue to be a leader in the early childhood education and child care innovation space and are committed to bring this innovation to East San Jose. Learn more at www.gfsfamilyservices.org.

Si Se Puede Collective Overview

The Sí Se Puede Collective (SSPC) is comprised of five anchor organizations in East San José's Mayfair neighborhood—Amigos de Guadalupe, Grail Family Services, the School of Arts and Culture at MHP, SOMOS Mayfair, and Veggielution. Together, we serve low-income families through coordinated services, advocacy, and community engagement, grounded in the belief that collective action creates deeper impact.

The vision of the SSPC is for a Mayfair community that is rooted and thriving, where resilient families have confidence in their gifts, choices and dreams. The mission of the SSPC is to leverage the collective's creativity, services and advocacy to create opportunities and access to basic needs, education, literacy, and community engagement.

Shared strategies include:

- Uplifting Mayfair's cultural identity and sense of belonging
- Supporting early learning and student success
- Helping youth navigate the world with cultural confidence
- Coordinating family-centered services and referrals
- Advancing community-led advocacy and systems change
- Promoting innovative development without displacement
- Implementing a blueprint for transformation in historic East San Jose
- Promote smart development without displacement in the Mayfair community

The Position

Grail Family Services (GFS) seeks a strategic, collaborative, and operationally strong Deputy Director to partner with the Executive Director in leading the organization's next chapter of growth and impact. Serving as a key member of the senior leadership team, the Deputy Director will provide day-to-day leadership across programs, operations, organizational systems, fund development and cross-functional initiatives, ensuring that strategy is translated into effective execution.

The Deputy Director will play a critical leadership role in advancing Grail Family Services' contributions to the Sí Se Puede Collective (SSPC), ensuring the organization effectively executes its shared commitments and community impact goals. The Deputy Director will also have ownership of the GFS strategic plan, and be responsible for moving the organization towards accomplishing the stated objectives.

The Deputy Director will help strengthen organizational infrastructure, clarify decision-making processes, support strategic plan implementation, and foster accountability and collaboration across teams. Working closely with the Executive Director, the Deputy Director will ensure operational excellence while allowing the Executive Director to focus on external partnerships, community leadership, advocacy, and resource development.

The successful candidate will be an experienced nonprofit leader who combines strong operational and financial acumen with exceptional people management skills. They will be comfortable leading through change, building systems and processes, and empowering staff while honoring the organization's longstanding relationships, culture, and commitment to families. This leader will serve as a trusted thought partner to the Executive Director, a coach to organizational leaders, and a bridge-builder across departments, helping Grail Family Services continue to strengthen outcomes for children and families throughout the community.

Role Overview

Strategic and Organizational Leadership

- Drive the programmatic vision and strategic direction across all mission-related initiatives.
- Partner with the Executive Director to establish strategic priorities and collaborate with the senior leadership team to ensure effective implementation.
- Lead the implementation of the Grail Family Services Strategic plan, including execution, monitoring, and evaluation.
- Act as a thought partner to the Executive Director, contributing to high-level decision-making, change management, and cross-functional leadership strategies.
- Serve as a bridge between the Executive Director and functional leaders, providing clear and consistent communication and direction.



Strategic and Organizational Leadership (cont.)

- Serve as a senior organizational leader, helping to set strategic direction and shape culture, policies, and practices in collaboration with the Executive Director and senior team.
- Support the work of Board committees, providing strategic insight and programmatic updates to inform decision-making, strengthen governance, and ensure alignment with GFS's mission and strategic priorities.
- Partner with the SSPC Senior Director and represent Grail Family Services in SSPC leadership meetings, working groups, and cross-sector collaborations as needed to advance collective priorities and strengthen organizational alignment.
- Lead and coordinate cross-functional efforts within GFS to implement SSPC-aligned strategies, ensuring clear accountability, measurable progress, and strong integration with organizational goals and community outcomes.
- Strengthen an inclusive, mission-driven culture that balances collaboration, accountability, continuous improvement, and respect for diverse perspectives and experiences.

Operations

- Oversee routine organizational management, programs, logistics, and cross-team collaboration.
- Partner with finance and program teams on budget formulation, revenue capture, spending, and the operational implications of grants and contracts.
- Upgrade and implement an appropriate system of policies, internal controls, operational standards, and procedures - to support the professionalization of the organization while aligning with organizational values.
- Address operational inefficiencies and ensure systems are functioning correctly.

Development

- Support fundraising efforts by building and sustaining strong relationships with funders and stakeholders.
- Partner with the Director of Development and Executive Director set fundraising strategy and to advance development goals through compelling storytelling and effective partnership.
- Leverage data and evaluation to tell the organization's story to funders, partners, and the board.
- Serve as a front-line fundraiser for the organization, stewarding and cultivating key donors and funder relationships.
- Translate program evaluation findings, outcomes data, and community impact insights into compelling narratives and evidence-based materials that demonstrate GFS's effectiveness, strengthen funder engagement, and support fundraising, stewardship, and advocacy efforts.

Families Served Annually	Teachers and Childcare Providers Trained to Date	Direct Reports
3000+	700+	3: Director of Development; Director of Policy and Communications; Director of Programs, Evaluation Director/Manager

The ideal candidate for the Deputy Director position possesses the following competencies:

Drives Vision & Purpose

Translates the organization's mission, strategic priorities, and community impact goals into clear direction, priorities, and actionable plans for teams across the organization.

Manages Workflow

Creates effective systems, processes, and priorities that ensure work is coordinated across departments and completed efficiently in a dynamic, fast-paced environment.

Ensures Accountability

Establishes clear expectations, monitors progress, and holds self and others responsible for achieving goals, commitments, and organizational standards.

Stakeholder Focus

Builds trusted relationships with families, staff, funders, community partners, and board members while consistently advancing the organization's mission and community impact.

Communicates Effectively

Shares information clearly, directly, and transparently while fostering collaboration, alignment, and productive dialogue across diverse audiences.

Decision Quality

Makes timely, informed, and well-reasoned decisions by balancing data, stakeholder perspectives, organizational priorities, and appropriate levels of risk.

Required Qualifications

- Minimum 15 years of progressive program and organizational management experience, with at least 7 years in a leadership role.
- Experience leading operations, programs, staff, or portfolios in a growing nonprofit or related agency environment.
- Familiarity with government and state contracts, regulated service environments, budgets, grants, and implementation requirements.
- Financial and budgetary experience, including budget formulation, revenue capture, financial analysis, and connecting program decisions to spending.
- Experience implementing systems, processes, strategic plans, accountability tools, onboarding, documentation, and organizational change.
- Experience managing large or cross-functional teams and working with people across generations and levels of an organization.
- Strong leadership and collaboration skills
- Excellent verbal and written communication skills
- Deep commitment to equity, social justice, and community empowerment
- Familiarity with professional development, training, and adult learning
- Authorization to work in the United States (proof required upon employment)

Preferred Qualifications

- Background in early childhood education, family support services, children's services, education, or a related women-and-children nonprofit sector, program evaluation and impact.
- Master's degree in education, child development, social work, or a related field
- Bilingual in English and Spanish Preferred

Licenses & Certifications

- CPR/First Aid Certification and Mandated Reporter Training (within 60 days of hire)
- Proof of required immunizations (TB, MMR, Tdap, Influenza)
- Background check and fingerprint clearance required

Work Environment

This is an in-person role based in the Grail Family Services offices in the Mayfair community of San Jose, CA. Occasional evening and weekend work is required, with some local travel as needed.

Our Core Values

- **Respect:** We respect each other, our clients, and the larger community.
- **Collaboration:** We seek to increase our impact and scope through partnership and collaboration with each other, our clients and the larger ecosystem.
- **Integrity:** We conduct our business with honesty and transparency.
- **Inclusion:** We value equity, inclusion, and dignity for all. We pledge to support and maintain an environment that respects the diversity of the people with whom we engage.
- **Family:** We acknowledge families' strengths, respect their unique assets, and partner with them to meet their needs. We focus on the parent/child relationship.
- **Quality:** Each program and service includes documented expected outcomes, which we measure and review in the spirit of continuous improvement.

Compensation and Benefits

Salary

\$140,000 - \$170,000

Benefits

- Medical, vision, and dental insurance (valued at over \$6,000/year) with no employee contribution
- 401(k) retirement plan with 10% employer match contribution
- Paid Time Off including:
 - 10 vacation days in the first year, 12 paid holidays, 1 hour for every 30 hours worked of sick leave, 2 floating holidays annually (upon eligibility)

Timeline and Next Steps

If you are interested in this position, please [click here](#). All applicants will receive an email confirming receipt of their application.

We encourage candidates of all backgrounds to apply even if you do not meet all of the qualifications outlined above. If you are selected to move forward for an initial screening call, we expect you to hear from us by the end of October.

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[Submit an application](#)

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