

Position Title: Family Service Program Director**Reports to:** Executive Director**Pay Range:** Grade 09**Supervises:** Case Managers**Schedule:** Full-Time Monday – Friday 8:00- 4:30p.m.**Classification:** Exempt-Administrative**Summary**

Provides leadership, development, marketing, implementation and evaluation for the Homeless programs in the Family Service Department. Responsible for the effective administration of all aspects by maintaining communications, planning activities, and oversight of the grants and staff. Work closely with other staff to ensure the quality of all programs in ICCC.

Duties and Responsibilities/Essential Functions

Develop a good working knowledge of agency mission, vision and philosophy.

Responsible for all requirements of the homeless programs including; reporting, budgeting, grant writing, contract compliance and marketing and outreach efforts.

Developing a comprehensive understanding to identify barriers to success of family development/self-sufficiency and possible solutions and action plans to overcome such barriers.

Provide case management through regular contact by telephone, mail and personal visits to ensure participants maintain permanent housing and increase their economic stability, reducing the likelihood of their returning to homelessness.

Secure housing for families and single adults and youth experiencing homelessness

Develop and maintain relationships with landlords in service area willing to rent to participants with challenging rental history and/or criminal backgrounds.

Complete data entry in the homeless tracking system or other client management systems.

Match community resources to family/individual needs, refer families to community resources, follow-up on the effectiveness of referrals and identify any unmet needs.

Develop expertise in family development, cultural competence, tenant's rights and responsibilities, budget/money management, any and all other related areas.

Talking with clients and collecting data to determine program eligibility based on application and documentation; managing difficult or emotional client situations; responding promptly to client needs.

Maintain a good working relationship with co-workers, funders, vendors and other organizations relevant to meeting the needs of the family or individual we serve.

Responsible for development, implementation, and maintenance of internal monitoring processes to track and report outcomes.

Provide team building and staff development strategies to empower staff to be successful.

Attend required meetings, training, seminars, and conferences as needed/required to enhance expertise and professionalism in agency activities as scheduled by the Executive Director and/or funding source, outside agencies, etc. to fulfill job/project(s) requirements.

Compile program specific information and program data statistics on programs to report to the board of director meetings and to the public.

Perform all other duties as assigned by Executive Director.

Supervisory Responsibilities

Responsible for all hiring, evaluation, training, discipline, and termination of Case Managers.

Assign, review, plan, and coordinate the work of employees.
Cultivate and maintain a positive and dynamic agency culture and vision.
Assess employee(s)' job performance and prepare performance reviews.

Education and Experience

BA or BS degree in social work or related field.

Work experience related to job duties.

Working knowledge of modern office communication systems: e-mail, voice mail, computer systems, and ability to operate various office equipment such as fax, copy machine and calculator

Key Competencies

To execute this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required:

Must possess organizational and time management skills to effectively schedule staff, maintain contractual compliance, comply with reporting requirements, and perform management duties.

Effectively organize, prioritize, solve problems and handle multiple tasks while maintaining high quality of work and meeting deadlines.

Work independently, with minimal supervision, as well as work within a team environment. Demonstrate teamwork by cooperating with and assisting co-workers as needed.

Research and keep up-to-date on program and community resources.

Experience in maintaining detailed records on a computer system and handwritten documents.

A positive ambassador of ICCC and its mission as you represent the agency by your actions and by your spoken and unspoken words.

Work under pressure, in stressful situations and with frequent interruptions.

Contribute to and participate in strategic planning, program self-assessment and other efforts to improve program services and agency responsiveness.

Make decisions and act based on ICCC code of conduct principles and the Community Action Code of Ethics.

Ability to respond competently and positively to the culture, traditions, lifestyles, language and values of each individual, family and community.

Displays a positive, professional and respectful demeanor at all times toward employees, peers, professional contacts and clients served.

Identify and reflect on personal values, experiences and biases that facilitate and present barriers in working with certain groups of people.

Good communication skills; verbal and written, technical and non-technical.

Ability to maintain the integrity of confidential employment, client, and business information.

Maintain professional boundaries at all times.

Pass a criminal background check and/or credit check.

Proof of valid driver's license and current vehicle insurance coverage.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions:

While performing the duties of this Job, the employee is occasionally required to stand; walk; sit; use hands/fingers handle or feel; reach with hands and arms; and talk or hear. The employee must frequently lift and/or move up to 10

pounds and occasionally lift and/or move up to 30 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision and the ability to adjust focus.

Acknowledgement

This job description describes the general nature and level of work performed by an employee assigned to the role. It does not imply that these are the only duties and responsibilities to the job. The employee may be required to perform other duties as requested by the Supervisor/Director. All requirements are subject to change over time.

Signature

Date

I acknowledge that this job description is neither an employment contract nor a legal document and does not alter the employment at-will status. I have received, read, and understand the expectations for the successful performance of this job.

Signature

Date