Latin American Community Center

POSITION DESCRIPTION

Position Title: Director of Family Support Services	**Salary Range**: $40,000 - $50,000
Dept.: Family Support Services	**Status:** Full Time
Supervisor: VP of Program Operations	**Classification**: Exempt

Summary of Position:

The Director of Family Support Services is responsible for the supervision and operation of all programs and services provided within the Family Support Services Department including documentation, reporting, licensure, staffing, compliance, and the development of new initiatives.

Minimum Qualifications

- Master's in Social Work (MSW) highly preferred or advanced degree in related field.
- 3 year's experience in direct service provision.
- 2 years of supervisory experience.
- Bilingual/Bicultural (speak, read and write fluently).
- High degree of computer literacy.
- Excellent written and oral communication skills.
- Excellent time management and supervisory skills.
- Willingness to work flexible hours when necessary.
- Demonstrated ability to work effectively with peers, subordinates, and volunteers.
- Experience in program development and the creation of funding opportunities.

Specific Responsibilities

Department Management

- Provide guidance and leadership in program development and implementation in each program area to include:
  - Ongoing evaluation of service delivery
  - Collaborative development of new services as needs are identified
  - Clearly identify desired outcomes and align resources
  - Strategic planning for short term and future needs
  - Effective customer service and satisfaction
  - Assure policies and procedures are in place to support delivery of quality services
  - Assure services offered meet quality targets established by funders and EPI staff
  - Assure systems and procedures are in place to conduct regular program evaluation; compile and distribute service outcome data to interested stakeholders
- Make program changes as required by funders and in response to stakeholder feedback
- Organize and manage programs to achieve contracted and other identified outcomes
- Demonstrate knowledge of legal and regulatory requirements that affect delivery of services
- Maintain records and electronic database as required by funders and as necessary for program operation
- Develop program/department reports for internal review and analysis.

- Maintain program licensure requirements.
- Oversee all department program activities.
- Establish/maintain effective working relationships with state agencies, other providers, programs, committees and coalitions.
- Develop new program initiatives that meet clients' emerging needs, are consistent within the scope of the LACC's purpose and mission, and establish a continuum of services within the department.
- Participate in agency's leadership efforts
- All other duties as assigned

Staff Management

- Establish and maintain effective work relationships and atmosphere of open communication
- Hire and retain qualified staff
- Ensure new employees are oriented to the department and their individual work assignments
- Provide ongoing staff development and training, to ensure each staff has necessary skills to perform essential duties and functions of their position; ensure training requirements are met and kept current
- Ensure performance reviews are conducted for all employees
- Ensure staff attend agency and other meetings as appropriate
- Operate within agency human resource policy and procedure

Fiscal Support:

- Participate in the development of proposals, grants and contracts as appropriate in seeking funds for the delivery of services that meet the needs of children and families
- Administer grants/contracts as designated by the funding source, assuring compliance with contractor requirements, accountability for program outcomes and the development of required reports
- Monitor program budgets, adjust as necessary, and communicate concerns to agency leadership
- Effectively allocate resources for service delivery and monitor revenue and expenses
- Oversee collection, storage and retention of records consistent with organization, funding source and other needs
- Operate within agency policy governing financial standards and practices

Knowledge/Skills/Abilities

- Excellent writing and computer skills.
- Diplomacy and assertiveness.
- Knowledge and ability to work effectively with peers.
- Experience and relationships with public sector entities.
- Ability to respond to crisis cases effectively
- Must be able to think logistically with excellent attention to detail.
- Must be able to manage multiple tasks simultaneously.