

Position: Family Services and Program Support Director

Reports to: Deputy Director

Job Summary

Under the supervision of the Executive Director and Deputy Director, deliver programs and services to meet agency outcomes for family management and related programming. Provide leadership in the delivery of service to the community.

Summary of essential job functions

Core Responsibilities

- Deliver services, including information, referral and program assistance to individuals and families in the community to address an individual/family need or condition
- Engage community members in agency initiatives to strengthen community protective factors
- Oversee and manage assigned staff and/or serving volunteers and/or related contractors.
- Organizing programs and activities in accordance with the mission and goals of the organization.
- Meeting with stakeholders to make communication easy and transparent regarding Engage in agency program initiatives to strengthen the community
- Provide support to the Deputy Director to ensure smooth agency and program operations
- Provide support in a timely and accurate manner to ensure smooth agency and program operations, including but not limited to calendaring, correspondence, maintenance of agency digital and hard copy filing systems, and record keeping.
- Producing timely reporting of program status throughout its life cycle
- Maintain data management system (CAP60)

Associated Tasks

- Participate in agency partnerships to strengthen the individual's or family's development
- Contribute to agency knowledge base of best practices and research to inform strategic program development
- Foster relationships with local resources to facilitate referral and program development
- Nurture contacts and relationships that support community engagement in YCAP needs assessment processes

- Maintain assigned program and data management systems, including the required documentation, to meet evaluation and reporting requirements
- Obtain and maintain appropriate certifications and skills training to meet resource and funder requirements.
- Facilitate the creation and timely reporting of agency outputs and outcomes as requested.
- Prepare program reports timely manner
- Provide support to the Deputy Executive Director to identify gaps in programming
- Help promote a company culture that encourages top performance and high morale
- Foster relationships with staff, partners and outside agencies to increase future partnerships with YCAP
- Any other duties assigned and deemed necessary for the effective and efficient operation of the agency

Minimum Requirements

- Vast experience in Social Services or related field
- 3 years' work experience in program and or team management
- Computer proficiency of Microsoft Office applications and willingness to learn and build in other software applications utilized by the agency
- Must have a valid driver's license and a clean driving record

Abilities Required

- Ability to effectively multitask in an often fast-paced workplace
- Excellent customer service skills to manage in-person and community outreach
- Good oral and written communications skills and math competencies
- Respect for and ability to work in a diverse and multicultural environment
- Understanding of the varying needs of our client base

Additional Information

Please note this position will be required to go into an office, a minimum of (3) three days a week, adhering to COVID Guidelines.