

The job description is not intended to be all-inclusive.
Employee may perform other related duties to meet the ongoing needs of the organization

Position

Title: Director, Family Services & Program Support
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

- Oversee Agency's Food Pantry, including but not limited to Bi-Weekly, Monthly and Emergency food distribution
- Maintain Food Pantry facility including but not limited to processing bills, maintaining alarm, sprinklers and fire extinguishers
- Deliver services, including information, referral and program assistance to individuals and families in the community to address an individual/family need or condition, most notably our Summer Leadership Program
- Engage community members in agency initiatives to strengthen community protective factors
- Maintain client tracking software in CAP60 system
- Oversee and manage assigned staff and/or serving volunteers and/or related contractors.

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.

Minimum requirements

- Ability to lift 50lbs
- College degree plus work experience in a youth development environment
- Experience in working with community members; effective communication leading to strong outcomes
- Additional work experience in case management and/or program development in low income communities
- Strong computer skills, including Office applications, and willingness to build proficiency in specialized agency data management programs.

Abilities required

- Ability to work with cultural competency in a diverse community
- Ability to work with young adults and adults, in a variety of settings