



DIRECTOR OF FAMILY SUPPORT PROGRAMS

Job Category: Family Support Programs

Job Status: Full-time

Reports To: Chief Operations Officer

Job Summary: The Director of Family Support Programs provides the leadership and management necessary to ensure program quality and efficiency for the Training Department and Family Advocacy Program. This position ensures these areas have the proper controls, administrative and reporting procedures, and people systems in place to effectively operate. The Director of Family Support Programs provides supervision to the staff of the departments they supervise.

Responsibilities: Primary responsibilities include but are not limited to:

Administrative Leadership and Management

- Supervise program staff resulting in the implementation of quality service delivery.
- Responsible for employee satisfaction within the Training and Advocacy departments. Strive to build a sense of team within the departments.
- Conduct individual supervisory conferences with family training specialist and family advocate staff at least bi-monthly with the goal of providing continual support, guidance, and work product evaluation/feedback.
- Complete timely probationary/annual employee evaluations.
- Responsible for monitoring the workload of staff and adjust as needed.
- Responsible for identifying the training needs and professional development needs of staff supervised.
- Responsible for providing support to staff during OHI investigations.
- Assist staff with client visits and follow up meetings as needed.
- Ensure clients/families served are given proper support and advocacy.
- Identify and execute training requirements and training opportunities for directly supervised staff. Identify, develop, and implement agency-wide employee training needs.
- Ensure new advocacy referrals are responded to within one (1) business day.
- Review and approve client documentation and established action plans completed by advocacy/training staff.
- Ensure program fidelity across branch offices.
- Lead a high performing team of staff to the next level by further developing and implementing recruitment, training and retention strategies. Provide mentoring opportunities as well.
- Promotes communication between colleagues for the benefit of information flow and to proactively address concerns that present.
- Oversees daily operations and makes adjustments as necessary from interactions and feedback from the agency's HR and PQI continual processes.
- Maintain contact and relationship building with other partner agencies and community stakeholders.

- Responsible for making community connections to increase program referrals as assigned (distribute program brochures, schedule informational meetings, contact media outlets, speak at community presentations, booth exhibits, etc.).
- Occasionally travel within Missouri to attend and/or present in-service training, to conduct trainings/agency presentations.
- Attend trainings, court and meetings as required, and actively participate in all leadership meetings.
- Contribute on an organizational level with a focus on agency culture, cultural competency, and performance improvement outcomes.
- Participate as an active team member with all agency departments (i.e. attend meetings as assigned, ensure availability of residents for scheduled on and off campus appointments, etc.) so the agency's efforts to assist clients and maintain licensing/contract/COA standards are coordinated for maximum effectiveness.
- Maintain strong, open communication with direct supervisor regarding services delivered, concerns or questions.

Outcome Planning/PQI

- Responsible for the measurement and effectiveness of the program, both internal and external.
- Implement and lead a continuous quality improvement process throughout the program and service areas in his/her purview, focusing on systems/process improvement and personnel growth.
- Review client files quarterly for ongoing quality assurance measures.
- Participate in quarterly client audit reviews; make updates/changes as identified through the PQI process.
- Participate in the evaluation and implementation of service improvement as identified by FosterAdopt Connect's internal PQI process.

Financial Management

- Oversee budget performance for program services to assure fiscally sound operations that meet budget expectations.
- Provide timely required information for LINC billing.
- Manage effectively within approved budget, and report accurately on progress made and challenges encountered to COO and CFO.
- Assist with grant planning and execution as required.
- Participate in annual budget planning process in conjunction with the CFO and COO, as needed.

Strategic Planning

- Provide vital input in short- and long-term strategic and operational planning, evaluation and positioning within FosterAdopt Connect.
 - Assist with the agenda and development of growth strategies for FosterAdopt Connect.
 - Assist to implement growth strategies.

Qualifications

- Bachelor's Degree (Master's Degree preferred) in social work, psychology, public administration, or a related human services field and three (3+) years of experience working in non-profit social service agencies with three (3+) years of management experience.
- Previous fostering/adoptive experience preferred.
- Previous experience working with at-risk populations required.
- Core understanding of child welfare practice and policy.

- Experience creating and driving the analytic framework for planning and managing organizational change in a fast growing organization.
- Demonstrated resourcefulness in setting priorities, proposing new ways of creating efficiencies, and guiding investment in people and systems.
- Core understanding of program development, implementation and evaluation.
- Strategic thinker.
- Outstanding organizational and planning skills.
- Solid commitment to the principles of support and advocacy for foster and adoptive families.
- The ability to collaborate and advocate for positive outcomes, using excellent interpersonal skills in multi-disciplinary, diverse, and dynamic professional teams.
- Strong verbal communication skills and demonstrated ability to write clearly and persuasively.
- Demonstrated leadership ability, team management, and interpersonal skills. Must have ability to quickly establish rapport and build trust.
- Flexible and a self-starter; able to multi-task while also being highly detail-oriented while meeting all deadlines.
- Work as a necessary part of a team effort with colleagues of all demographics.
- Model ethical and professional behavior at all times.
- Participate in ongoing meetings/professional memberships and trainings as required by the COO/CEO.
- Experience working with marginalized communities with a nuanced understanding of systemic oppressions.
- Flexibility and adaptability, able to shift styles to fit the needs of a wide range of cultures, people, and organizations.

Compensation and Benefits

- Salary commensurate with experience
- Full-time, exempt position
- Health, dental, vision, short and long-term disability, and life coverage options provided
- We pay 100% of long-term disability and life insurance premiums and 50% of health insurance costs. Additionally, we offer a match for a 403(b) retirement plan. We also provide access to dental insurance and short-term disability for purchase.

FosterAdopt Connect does not and shall not discriminate on the basis of race, color, religion, gender identity, gender expression, age, national origin (ancestry), disability, marital status, sexual orientation, or military status, in any of its programs or services. These activities include, but are not limited to, hiring and firing of staff, selection of volunteers and vendors, and provision of services. We are committed to providing an inclusive and welcoming environment for all members of our staff, volunteers, subcontractors, vendors, and members.