

Family Support Services of North Florida Job Posting

Job Title: Senior Program Manager
Department: Program Services
FLSA Status: Full Time / Exempt

Closing Date – December 1, 2010

Please submit cover letter and resume to Cherie.Shaw@fssnf.org

Summary:

Reporting to the Chief Program Officer (CPO), this position is responsible for leading and managing the day to day services and programs offered by the Family Preservation department. This position will also be responsible for the ongoing review of programs and services to ensure existing programs are maintained and/or enhanced as needed and that additional programs and services are developed and implemented that address identified needs.

Essential Duties and Responsibilities:

- Provide leadership, direction, and management to all direct reports in order to support and enhance their ongoing development, production, and operation of their areas of responsibility.
- Assist the Chief Program Officer in the development and execution of Family Preservation initiatives and projects.
- Participate in the development of the agency's plans and programs as a strategic partner. Evaluate and advise on the impact of long-range planning, introduction of new programs/strategies and regulatory action.
- Implement and lead a continuous quality improvement process throughout the program and service areas focusing on systems/process improvement.
- Ensure that department staff are trained in and utilizing best practice methods, processes and activities in order to most efficiently and effectively accomplish tasks. Ensure staff are performing responsibilities in line with current child welfare practices best practice (i.e. family centered practice)
- Promote regular and ongoing opportunities for all staff to give feedback on program operations.
- Other duties as assigned.

Supervisory Responsibilities:

- Community Resource Development Specialist
- Family Preservation Manager
- Senior Family Preservation Referral Specialist
- Senior Program Analyst

Qualifications: (Required knowledge, skills and abilities)

Ability to:

The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Ability to:

- Understand and commit to FSS's mission
- Ensure consistency between programs in delivering client services, including the development of clear and measurable outcomes, and a system for ongoing program evaluation.
- Write and obtain funds from a variety of funding sources
- Attract, develop, motivate and retain quality staff
- Work effectively with the Chief Program Officer to develop and execute programs and services
- Manage and cultivate existing relationships with funders to secure and expand recurring revenue streams
- Identify opportunities for agency to leverage cross-programs' strengths to take advantage of new opportunities and/or address organizational challenges
- Use Microsoft Office computer programs.

Knowledge of:

- Family Dynamics
- Best practices as it relates to Family Preservation
- Florida Statutes as pertaining to child welfare.
- Case management techniques
- Enhancing employee performance
- Quality Assurance / Quality Improvement of Social Service programs.

Must have valid driver's license.

Education and Experience:

- Master's Degree in Sociology, Social Work, Psychology, or Human Services required or equivalent experience.
- Minimum of five to seven years of experience working with at risk families and/or children. A minimum of five years of supervisory experience.

REASONING ABILITY

Ability to solve practical problems and deal with a variety of concrete variables with a minimum of direction. Ability to interpret a variety of instructions furnished in written or oral form.

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.

Employee must be able to complete paperwork, computer tasks, and **drive to locations within greater Duval, Nassau, Clay, and Counties.**

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The work environment is varied. The office environment is usually quiet. The outside environment is dependent on client population.