



Position Posting

Job Title: Director of Services	Department/Program: Operations
Posting Date: 1/20/2012	FLSA Status: Exempt
Submit Cover Letter and Resume to Careers@fssnf.org	
FSS Mission Statement	
<p>The mission of Family Support Services of North Florida is to be the leader in providing safety, stability, and quality of life for all children by working with the community to strengthen the family unit.</p>	
Organizational Expectations	
<p>Commitment – As the lead Child Welfare Agency in North Florida FSS prides itself on our employees’ commitment to the agency and the children and families we serve. This is demonstrated by being available at a moments notice to assist clients regardless of the time of day. This is also demonstrated by employees’ commitment to maintain consistent attendance and punctuality.</p>	<p>Career Development – FSS is committed to being a learning organization that supports employees in their pursuit of professional growth and career development. Therefore employees are highly encouraged to explore and broaden their knowledge and skill sets to achieve their career goals.</p>
<p>Professionalism – Employees are expected to demonstrate professionalism in their appearance and demeanor when representing FSS at internal and external meetings, trainings, and events.</p>	<p>Teamwork – Putting the interests of FSS clients first is critical to the success of the organization. This requires all employees maintain consistent and timely communication, provide support to co-workers and colleagues and demonstrate the principles of teamwork.</p>
<p>Responsible Citizenship – In keeping with our mission and values employees are encouraged to volunteer 15 hours per year to assist with FSS and FSS-sponsored events.</p>	<p>Customer Service – As employees of the Lead Child Welfare Agency in North Florida FSS employees will demonstrate their commitment to providing our clients (internal/external) with consistent, meaningful and exceptional service.</p>
Job Summary:	
<p>Reporting to the Chief Operating Officer (COO), this position is responsible for leading and managing the day to day services and programs in Operations. 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.</p>	
Education	Bachelor’s degree from an accredited college or university, in a business or human service field. A master’s degree from an accredited college preferred.
Experience	A minimum of five to seven years of experience working with at risk families and/or children. A minimum of five years of supervisory experience.
Minimum Qualifications	To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The qualifications listed below are

	<p>representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.</p> <p>Ability to:</p> <ul style="list-style-type: none"> ▪ 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 Operating 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 <p>Knowledge of:</p> <ul style="list-style-type: none"> ▪ Excellent time management skills, ▪ Excellent interpersonal and communication skills. ▪ Best practices as it relates to Family Preservation. ▪ Florida Statutes as pertaining to child welfare. ▪ Case Management techniques ▪ Enhancing employee performance ▪ Interviewing techniques and procedures.
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Licensure, Certification, and/or Registration	Valid driver's license.
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Job Duties	
Essential Duties	% of Time
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.	40%
Assist the Chief Operating Officer in the development and execution of Operations initiatives and projects.	20%
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.	10%
Implement and lead a continuous quality improvement process throughout the program and service areas focusing on systems/process improvement.	10%
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.	15%
Promote regular and ongoing opportunities for all staff to give feedback on program operations.	5%
Represent COO	As needed.
Perform other duties.	As needed.



Supervisory/Decision Making Authority
Does the position require customary supervision and management of <u>at least 2 or more</u> full-time employees? <input checked="" type="checkbox"/> Yes No
The number of direct reports and their position titles are as follows: Adoption Supervisor, COA, Training Manager, Program Specialist, Relative Caregiver(2)
Two examples of the most common decisions made independently by this position on a regular basis without following prescribed procedures are as follows: . <ul style="list-style-type: none"> ▪ Assess immediacy of identified client concern and elevate to management as appropriate. ▪ Source FSS and community resources to support immediate needs of new foster children placement.
Contribution and Impact
Responsible for gathering customer input regarding interactions with FSS, identify issues of concern or issues pending resolution and ensure these issues are addressed appropriately.
Strategic Value
To ensure consistent and exceptional service from FSS employees to the community we serve. To proactively identify and address issues before they become elevated. To demonstrate our commitment to providing quality service to our clients.
PHYSICAL REQUIREMENTS: (R=Required P=Preferred)
Sitting _R_ Standing R__ Walking _P_ Lifting R__(50 lbs) Carrying _R_ Kneeling _P_ Pushing/Pulling P__ Bending/Stooping R__ Climbing _R_ Reaching _P_ Crawling/Crouching _P_ Grasping _R_ Turning R__ Repetitive Motions _R_ Color Recognition _P_ Depth Perception _P_ Reading _R_ Hearing _P_ Other (describe) __
HAZARDS: (X=Potential Exposure)
Proximity to moving mechanical parts __ Electrical current __ Toxic or caustic chemicals __ Radiation __ Biohazards (airborne or contact) __ Housekeeping and/or cleaning agents _X_ Flammable, explosive gases __ Human-borne pathogens _X_ Other: _X_
SKILL REQUIREMENTS: (R=Required P=Preferred)
Drive motor vehicle _P_ Prepare food ____ Typing/Keyboard R__ Word processing software _R_ Data base software P__ Spreadsheet software _P_ Other software _P_ Calculator _R_ Operate office machines _R_ (Fax, Copier) Verbal communication (including telephone) _R_ Written communication (including composition) _R_ Public speaking/group presentations _P_ Team-oriented and collaborative interpersonal relationships _R_ Respectful client relationships _R_ Client assessment and evaluation R__ Retrieve and compile information _R_ Verify data _R_ Maintain records _R__ Organize and prioritize information _R_ Analyze and interpret information R__ Investigate, evaluate and recommend action P__ Basic mathematical concepts (add, subtract, multiply, divide) _P_ Advanced mathematical concepts (fractions, decimals, ratios, percentages, graphs) __ Abstract mathematical concepts (interpolation, inference, frequency, reliability, formulas, equations, statistics) __ Reasoning and logic _R_ Sensitivity to service population's cultural and socioeconomic characteristics _R_