



Job Posting

Job Title: Director of Nassau Service Center		Department/Program: Operations/Nassau Service Center	
Reporting To: Vice President-Technology & Nassau Service Center		Posting Date: August 6, 2019	
Is The Position: _ New <input checked="" type="checkbox"/> Existing	FLSA Status: Exempt	Pay Grade: 8	
Submit Cover Letter and Resume to Careers@fssnf.org			
FSS Mission Statement			
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.			
Organizational Expectations			
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 moment’s notice to assist clients regardless of the time of day. This is also demonstrated by employees’ commitment to maintain consistent attendance and punctuality. It is the expectation that the employee will remain in their current position for a minimum of one year before posting for another internal position.		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.	
Professionalism – Employees are expected to demonstrate professionalism in their appearance and demeanor when representing FSS at internal and external meetings, trainings, and events.		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.	
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.		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.	
Job Summary:			
<p>This position is responsible for a direct service team consisting of Family Services Counselor Supervisors, Family Services Counselors, Customer Service Support Specialists, Community Education Liaison, Transporter, and Office Administrator. In addition to regular supervisory conferences, this director will monitor and oversee caseloads, attend required staffings, and monitor key performance metrics. This position is also responsible for providing guidance to all staff as related to workload, processes, and professional development.</p> <p>Additionally, this position oversees the Family Support Services Nassau County facility. In this capacity the director will ensure quality delivery of services. The director will also monitor the budget and vendor services, and act as the site manager. This position is to provide on-site support to all workers housed at the facility; however, this position does not have supervisory authority for those individuals co-located as they are not employees of FSSNF.</p>			

This position is also responsible for engagement and collaboration with community partners to ensure appropriate service delivery for clients. This includes maintaining and updating contracts and MOUs with existing partners in addition to seeking out and developing new community relationships.

This position reports to the Vice President.

Job Requirements	
Education	Bachelor's degree in social work or related area of study from an accredited college or university required.
Experience	Five years experience in human services or child welfare programs. At least two years of supervisory experience preferred.
Minimum Qualifications	<p>To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The qualifications 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.</p> <p><i>Ability to:</i></p> <ul style="list-style-type: none"> • Read and interpret legal and medical documents as well as, contracts, manuals, journals, and financial reports. • Communicate effectively with staff. • Write reports and correspondence. • Speak effectively before small and large groups. • Calculate figures, amounts, and percentages. • Solve problems and deal with a variety of variables with a minimum of direction. • Interpret a variety of instructions furnished in written or oral form. • Perform at a high level of autonomy or with minimal supervision. • Awareness of cultural diversity. <p><i>Knowledge of:</i></p> <ul style="list-style-type: none"> ▪ Florida child welfare statutes. ▪ FSFN. ▪ Court system and documentation. ▪ Conflict resolution. ▪ Community resources.
Other Requirements	<ul style="list-style-type: none"> • Clear a Level II background screening. • Clear a reference check (professional and personal) • Clear a local background check from the county in which you reside. • Clear a substance abuse screen. • Provide a copy of all degrees prior to your first day of employment. • Clear a Motor Vehicles Records check. • Provide proof of, and maintain a minimum personal auto liability insurance level \$100,000/\$300,000. • Provide a copy of all certifications and degrees prior to your first day of employment. • Clear an E-Verify check to substantiate that the successful candidate meets the Department of Homeland Security authorization requirements to work in the United States (for more information visit www.dhs.gov/e-verify).
Licensure, Certification, and/or Registration	Valid state driver's license.
Job Duties	



Essential Duties	% of Time
Provide oversight of Foster Care, In Home and Adoption Services through regular communication with Family Support and Adoption Specialists. Understand and use information from service providers, such as psychological reports and psychosocial evaluations, to ensure appropriate care for children. Consult with other involved professionals regarding their recommendations to the court. Monitor Family Services Counselors to ensure that parents who show up for the shelter hearing are connected to the voluntary services that are identified by DCF staff on families that are receiving protective supervision.	50%
Attend and participate in various meetings and task force groups, communicate issues, resolve problems and maintain specified level of knowledge pertaining to new developments, requirements and policies.	15%
Identify and proactively follows up on opportunities to meet with local agencies and providers to strengthen/expand the network of services and resources available to the community. Assist with the development and implementation of new programs. Works with team to implement opportunities to brand Family Support Services within the community at events and activities.	10%
Provide oversight for the facility working closely with the Vice President to address all issues/items pertaining to the ongoing maintenance of the Nassau location.	5%
Oversight of Family Service Supervisors' workload and workflow, assist with staff development, recognition, performance management, policy interpretation and enforcement, communication (team meetings and one-on-ones), etc.	20%
Facilitate mediation staffing for reunification, termination of parental rights and detainment.	As needed.
Respond to emergencies after hours,	As needed.
Perform other duties.	As needed.
Supervisory/Decision Making Authority	
This position requires customary supervision and/or oversight of the Nassau facility staff consisting of the following positions.	
<ul style="list-style-type: none"> • Family Services Supervisor • Family Service Counselor • Transporter • Customer Service Support • Office Administrator • Community and Education Liaison 	
Two examples of the most common decisions made independently by this position on a regular basis without following prescribed procedures are as follows:	
<ol style="list-style-type: none"> 1. Recruit service providers and negotiate expeditious services to best suit our clients' needs. 2. Review case history in FSFN to support ongoing safety decisions and coaching. 	
Contribution and Impact	
Ensure that children receiving foster care, in-home or adoption services achieve safety, stability and permanency.	
Strategic Value	
This function contributes to FSS' overall goal to provide safety and stability for all children in the Nassau child welfare system.	
PHYSICAL REQUIREMENTS: (R=Required P=Preferred)	
Sitting _R_ Standing _R_ Walking _R_ Lifting R_(50 LBS) Carrying R__ Kneeling R__ Pushing/Pulling _R_ Bending/Stooping R__ Climbing __ Reaching _R_ Crawling/Crouching __ Grasping __R_ Turning _R_ Repetitive Motions _R_ Color Recognition __ Depth Perception __	



Reading R Hearing R 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:

SKILL REQUIREMENTS: (R=Required P=Preferred)

Drive motor vehicle R Prepare food Typing/Keyboard R Word processing software R Data
 base software R Spreadsheet software R Other software R Calculator R Operate office
 machines R (Fax, Copier) Verbal communication (including telephone) R Written communication
 (including composition) R Public speaking/group presentations R 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 R Basic mathematical concepts (add, subtract, multiply, divide) R Advanced mathematical
 concepts (fractions, decimals, ratios, percentages, graphs) R Abstract mathematical concepts
 (interpolation, inference, frequency, reliability, formulas, equations, statistics) R Reasoning and logic
 R Sensitivity to service population's cultural and socioeconomic characteristics R

FSSNF provides equal employment and advancement opportunity for all individuals without discrimination because of race, creed, color, gender, religion, age, national origin, disability, military status, marital status, or the other protected categories as defined by the EEOC and takes affirmative action in the implementation of this policy. If an accommodation is needed in order to participate in the application process, please contact the appropriate servicing human resources office.