



Position Posting

Job Title: Director of Community Development		Department/Program: Community Development	
Reporting to: Chief Financial Officer		FLSA Status: Exempt	
This Position: Is: New <input checked="" type="checkbox"/> Existing		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>The Director of Community Development is responsible for providing support to the agency in the areas of internal and external communications, marketing, public relations, corporate partnerships and community engagement. This position is an integral part of the Family Support Services strategy and is primarily responsible for identifying meaningful opportunities in the communities we serve and seek to serve, and to further the FSS mission and brand. This includes the management of special events, social media and various projects in alignment with agency priorities. This position provides oversight and direction to our Communications and Social Media Specialist, Event Support Specialist, Programs & Volunteer Specialist and Public Relations vendors.</p>			
Requirements			
Education		Bachelor’s degree from an accredited college or university is required, with a concentration in Journalism, Communications, Public Relations, English, Marketing or related field is preferred.	
Experience		Three to five years preferred experience in the following; Public Relations in an agency setting, Corporate Communications Department or Non-Profit Community Development. Two or more 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 representative	

	<p>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"> • Understand FSS' mission and priorities, and develop strategy to promote throughout the community. • Prepare a variety of written materials – skilled in editing and proofing. • Gather a wide variety of information and summarize in a report format. • Utilize office programs, including Adobe Design software, Social Media platforms, Word, Excel & PowerPoint. • To think and write creatively and professionally. • Solve problems and to think through critical, time sensitive issues. • Establish and maintain positive relationships with internal and external stakeholders. • Work collaboratively with the media, vendors, peers, and management. • Make presentations and speak effectively before small and large groups. • Solve problems and deal with a variety of variables with a minimum of direction. <p><i>Skills and Abilities:</i></p> <ul style="list-style-type: none"> • Strong written and verbal communication skills. • Strong organizational and project management skills. • Ability to multi-task. • Excellent public speaking skills. • Ability to manage conflicts and deal with difficult situations. • Ability to respond to urgent media inquiries in a timely manner. • Strong networking skills and ability to follow through on commitments, projects and responsibilities.
<p>Other Requirements</p>	<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. • 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).
<p>Licensure, Certification, and/or Registration</p>	<p>n/a</p>
Job Duties	
Essential Duties	% of Time
<p>Oversight of staff workload in support of clear, consistent and professional messaging of FSS' mission and priorities through our communications, programs and events.</p>	<p>30%</p>
<p>Oversee activities and assignment of public relations vendors. Work with media contacts to develop local support. Partner with FSS staff and Public Relations vendor(s) to maintain and manage the FSS website and social media platforms.</p>	<p>30%</p>
<p>Provide oversight of agency special events. Provide support to all agency personnel for</p>	<p>15%</p>



department-led events to include planning, budgeting, coordination and execution.	
Communicate with community partners regarding need for donations and volunteers. Oversee the administration of donor database and acknowledgement efforts. Explore opportunities to partner with other corporations and community organizations.	10%
Oversee volunteers, their coordination/participation. Identify areas that need volunteers, recruitment and training.	5%
Supervise production of the agency's printed material to include brochures, fliers, annual reports, newsletters, press releases, editorials and website content. Plan and distribute to appropriate parties. Manage give-away inventory.	5%
Perform other duties as assigned.	As needed.
Supervisory/Decision Making Authority	
<p>The position requires customary supervision and management of the following full-time employees:</p> <ul style="list-style-type: none"> • Communications and Social Media Specialist • Events Support Specialist • Programs and Volunteer Specialist 	
<p>Two examples of the most common decisions made independently by this position on a regular basis without following prescribed procedures are as follows:</p> <ol style="list-style-type: none"> 1. Review and approve vendor activities. 2. Review and approve event venues. 	
Contribution and Impact	
This position contributes to the overall image and branding of FSS in the local and surrounding communities.	
Strategic Value	
This position furthers FSS' mission by identifying and participating in events and activities to publicize the programs that provide safety and stability to the children and families that we serve.	
PHYSICAL REQUIREMENTS: (R=Required P=Preferred)	
Sitting <u>R</u> Standing <u>R</u> Walking <u>P</u> Lifting <u>R</u> (50 lbs.) Carrying <u>R</u> Kneeling <u>P</u> Pushing/Pulling <u>P</u> Bending/Stooping <u>R</u> Climbing <u>R</u> Reaching <u>P</u> Crawling/Crouching <u>P</u> Grasping <u>R</u> Turning <u>R</u> Repetitive Motions <u>R</u> Color Recognition <u>P</u> Depth Perception <u>P</u> Reading <u>R</u> Hearing <u>P</u> Other (describe) <u> </u>	
HAZARDS: (X=Potential Exposure)	
Proximity to moving mechanical parts <u> </u> Electrical current <u> </u> Toxic or caustic chemicals <u> </u> Radiation <u> </u> Biohazards (airborne or contact) <u> </u> Housekeeping and/or cleaning agents <u>X</u> Flammable, explosive gases <u> </u> Human-borne pathogens <u>X</u> Other: <u> </u>	
SKILL REQUIREMENTS: (R=Required P=Preferred)	
Drive motor vehicle <u>P</u> Prepare food <u> </u> Typing/Keyboard <u>R</u> Word processing software <u>R</u> Data base software <u>P</u> Spreadsheet software <u>P</u> Other software <u>P</u> Calculator <u>R</u> Operate office machines <u>R</u> (Fax, Copier) Verbal communication (including telephone) <u>R</u> Written communication (including composition) <u>R</u> Public speaking/group presentations <u>P</u> Team-oriented and collaborative interpersonal relationships <u>R</u> Respectful client relationships <u>R</u> Client assessment and evaluation <u>R</u> Retrieve and compile information <u>R</u> Verify data <u>R</u> Maintain records <u>R</u> Organize and prioritize information <u>R</u> Analyze and interpret information <u>R</u> Investigate, evaluate and recommend action <u>P</u> Basic mathematical concepts (add, subtract, multiply, divide) <u>P</u> Advanced mathematical concepts (fractions, decimals, ratios, percentages, graphs) <u>P</u> Abstract mathematical concepts (interpolation, inference, frequency, reliability, formulas, equations, statistics) <u>P</u> Reasoning and logic <u>R</u> Sensitivity to service population's cultural and socioeconomic characteristics <u>R</u>	
<p><i>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.</i></p>	