



## Family Services Director Job Description

**Department:** Family Services

Pay Grade: 9

**Supervisor's Title:** Operations Manager

**General Purpose of the Job:** Oversight and direction for staff providing family services components through the Family Development and Self-Sufficiency (FaDSS) program, the Head Start/Early Head Start program, and other family-focused programs.

**Minimum Level of Education/Experience Required:** Bachelor's degree in Social Work or a closely related field (Master's preferred). Must have previous supervisory experience; experience working with children and families; and experience with budgeting, grant writing, outcomes monitoring, and grant reporting.

**License or Certificate Required:** Obtain Family Development certification within one year.

**Supervisory Responsibility:** FaDSS Specialists, Family Partnership Specialists, and Administrative Assistant.

### **Primary Duties and Responsibilities:**

- A. Responsible for the oversight and provision of high-quality, compassionate services for families with limited income in support of the mission of Community Action of Eastern Iowa.
- B. Implement and oversee the Family Development and Self-Sufficiency (FaDSS) program including all program facets as detailed in state regulations and the FaDSS contract.
- C. Implement and oversee the family partnership components of the Head Start and Early Head Start programs, including all program facets as detailed in the Head Start Program Performance Standards and all agency policies and procedures.
- D. Provide regular and ongoing staffing and supervision support to the assigned caseworkers (FaDSS Specialists and Family Partnership Specialists) in support of the individualized services provided.
- E. Draft FaDSS grant applications, budgets, and reports for approval by the Operations Manager prior to submission.
- F. Assure detailed, secured, and confidential records are up-to-date and maintained as required.
- G. Develop outcomes targets and monitor progress towards the outcomes by analyzing the data using the principles of Results Oriented Management and Accountability (ROMA). Regularly report on outcomes.
- H. Provide new staff orientation and training.
- I. Fill any vacant positions with highly qualified candidates in a timely manner.
- J. Provide ongoing staff training and development to maximize staff skills and promote program outcomes.
- K. Make connections in the community to expand the agency's knowledge of community services and to participate in community problem-solving regarding unmet needs.
- L. Take the lead on evaluating and addressing any complaints families have about services.
- M. Work to effectively bundle both agency and community services to provide families with an individualized "package" of services that will best help them realize self-sufficiency.
- N. Provide 24/7 customer response as part of a leadership team.

<b>Physical Demands</b>	Rarely or never	Up to 1/3 of the time	1/3 to 2/3 of the time	2/3 of the time+
Stand				X
Walk				X
Sit			X	
Use hands to finger, handle, or touch				X
Reach above shoulders		X		
Climb or balance	X			
Stoop, kneel, crouch, or crawl	X			
Talk or hear				X
Taste or smell	X			
Use foot/feet to operate machinery	X			
Lift up to 10 Pounds			X	
Lift up to 25 Pounds		X		
Lift up to 50 Pounds	X			
Lift up to 100 Pounds	X			
Lift More than 100 Pounds	X			
Use routine Office Equipment			X	
Use computer			X	
Use small kitchen appliances	X			
Motor vehicle operation		X		
Work in wet/humid conditions (non-weather)	X			
Work near moving mechanical parts	X			
Work in high, precarious places	X			
Work near fumes or airborne particles	X			
Work with toxic or caustic chemicals	X			
Work in outdoor weather conditions	X			
Work near risk of electrical shock	X			
Work with or near vibration	X			
Work/job related travel		X		
<b>Noise:</b> Moderate noise typical to an office environment.				
<b>Protective Clothing/Equipment Required:</b> None.				

*This job description does not state or imply that the above are the only duties and responsibilities assigned to this position. Employees holding this position will be required to perform any other job-related duties as requested by management. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.*

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Employee Signature

\_\_\_\_\_  
Date

Job Description Last Reviewed: 8/27/19 By: RP