



FAMILY SUPPORT SERVICES

KEEPING FAMILIES HEALTHY AND INTACT

ABOUT THE AGENCY: Family Support Services is a non-profit agency founded in 1989. With offices in Oakland and San Francisco, we serve families in Alameda, San Francisco, and Contra Costa counties. Our programs target families, youth and children whose health and welfare are vulnerable as a result of a variety of circumstances.

POSITION: Program Director

PROGRAM DESCRIPTION: The East Bay Respite Program provides respite services to caregivers (birth parents, resource parents, and relative caregivers) of children who have experienced abuse, neglect, pre-natal drug exposure, have a developmental disability, are HIV positive or who are at risk due to issues of abuse. The goal of the respite program is to strengthen and support families caring for children with special needs by providing them with a break from the challenges and responsibilities of caring for their children.

JOB DUTIES:

- Responsible for directing all aspects of the Program including the day-to-day operations.
- Provide supervision to all program related staff.
- Provide back-up coverage for the Respite Program Supervisors and Respite Care Coordinators.
- Participate on the Agency's senior management team and take on leadership opportunities for the Agency.
- Ensure that all contract and program requirements of funding sources are met, including monitoring utilization of services to meet contract goals.
- Work in collaboration with Chief Operations Officer to achieve all the program objectives, identify and solve potential issues in program performance.
- Must attend all funder meetings as required and be able to speak to the Program's performance, strengths and challenges.
- Represent agency at community based local, regional, state and national meetings as needed.
- Responsible for the compilation and analysis of program and contract data, in coordination with the Chief Operations Officer and administrative staff.
- Responsible for preparing all statistical and program reports ensuring their accuracy and timely submission.
- Responsible for establishing and maintaining a system for quality assurance, including regular case file reviews.
- Responsible for developing and implementing the recruitment process for program staff positions, a robust outreach plan that targets eligible caregivers and childcare providers.
- Maintain MOUs and agreements with child care providers and community agencies according to program contracts.
- Responsible for quality training of new employees, including orientation to the agency, the programs and to their specific job responsibilities.
- Collaborate with Chief Operations Officer to identify, develop, coordinate, and implement in-service trainings throughout the year for internal staff and hourly respite providers.
- Collaborate with Chief Operation Officer in design, implementation, and maintenance of new program components.

- Collaborate with the Chief Operations Officer and HR Manager to ensure adherence to personnel policies when addressing personnel issues.
- Responsible for ensuring that personnel issues are addressed and documented in a timely manner.
- Fulfill other duties as assigned.

MINIMUM QUALIFICATIONS:

- Bachelor's Degree in social work, early childhood education or related field is required and Master's level education is welcome. Extensive experience may be substituted.
- Minimum of five years demonstrated competency in social service or childcare administration.
- Direct service experience with individuals who have an intellectual or developmental disability and foster youth preferred.
- Minimum of four years supervisory experience with professional and entry level staff.
- Should have a basic understanding of 'Cost reimbursement' contracts.
- Should have a basic understanding of nonprofit program budgets.
- Experience with home assessment and knowledge of home-based services preferred.
- Experience with program development and inter-agency coordination preferred.
- Respect for cultural differences and each caregiver's right to self-determination.
- Respect for and ability to work with people from diverse backgrounds
- Working knowledge of Microsoft computer applications.
- Requires COVID-19 vaccination.
- Requires valid CA driver's license, a clear DMV record, current automobile registration and an insured automobile in good working condition.
- Must be able to receive clearance through a fingerprint/background check (criminal and child abuse).
- Must be physically able to perform all job responsibilities, which may include duties such as sitting, bending, kneeling or lifting minimum 25lbs. (if applicable)

SUPERVISOR: Chief Operations Officer

STARTING SALARY RANGE: \$75,000 - \$80,000 per year DOE. Bilingual salary differential available. Excellent benefits including fully paid medical, dental, life and long-term disability insurance plus optional vision, critical illness, short-term disability, accident and retirement plan.

HOURS OF WORK: This is a full time position – 37.5 hours a week.

RÉSUMÉ AND COVER LETTER (in pdf format to):

Email: info@fssba.org

Family Support Services, Fax: 510.834.1548, www.fssba.org

Please attach all documents in PDF format. All other file types/formats will not be considered. Only candidates who meet our selection criteria will be contacted for the next step in our hiring process. Thank you for your interest in our position. We appreciate the time you have taken to apply.

Family Support Services is committed to workforce diversity. Qualified applicants will receive full consideration without regard to age, race, color, religion, gender, gender identity, sexual orientation, health status or national origin.