



Hampton Roads Community Action Program

2410 Wickham Avenue
P.O. Box 37
Newport News, VA 23607

Job Title: Family Services Director
Department: Choice Neighborhood Initiative (CNI)
Reports To: Chief Operating Officer
Location: Newport News

SUMMARY

To develop, oversee and help implement programs that help sustain communities where children and adults have access to knowledge, resources, and amenities that allow them to be active, healthy, and self-sufficient so that they can thrive. The Director will build strategies, facilitate planning and drive change activities to maintain operations, competitiveness and meet the needs of stakeholders. The position works in collaboration with senior leadership to monitor progress, generate revenue and work with target audiences to achieve the greatest impact.

SKILLS REQUIRED include the following. Other skills within the scope of this position may be assigned.

- Ability to manage the service delivery of established goals and strategies by community residents and community stakeholders.
- Ensures the appropriate level of service, and collaboration is staffed effectively to deliver case management and service delivery to community residents.
- Provide oversight of the established case management program model. This model identifies family's needs during an initial assessment and connects them to goal-setting activities, establishing a flexible, but time-specific, roadmap for both personal and family-oriented aspirations.
- Monitors case management procedures to ensure that clients receive employment, education, childcare, health, training and supportive services.
- Audits Individual Development Plans (IDP) and Household Development Plans (HDP) for accuracy and is updated per established guidelines.
- Provides oversight to the delivery of services provided by the Service Provider Network.
- Ensures that each Service Provider is using empowOR (Client Management System) to receive referrals and provide services.
- Provides monthly, quarterly, and annual reports on the outcomes and progress of residents IDP and HDPs are developed and implemented.
- Oversees relationships with Sister Community Action Network (CAP) agencies to provide services to relocated residents outside of HRCAP service area.
- Respond to inquiries from clients and other constituents.

- Collaborate with economic development, planning, housing authorities, education and social service departments in local jurisdictions.
- Represent the organization in professional, civic, and community groups as requested by the Chief Operating Officer and/other Executive Staff.
- Develop project proposals, reports, service agreements, RFP's, grant applications, timelines, budgets as well as other documents and presentations.
- Strong analytical skills, business acumen and the ability to achieve desired outcomes working with cross-functional teams with and without direct reporting relationships.
- Relationship building skills with leaders in government, business, higher education and other related industry groups and associations.
- Comprehensive understanding of contract management, data systems, including tracking, reporting, monitoring, customer satisfaction, and evaluation.
- Ability to work independently, take initiative and be an effective team member.
- High-level communication and interpersonal skills a must.
- Exceptional time management skills with ability to multitask; ability to work well under pressure, prioritize workload, and meet tight deadlines.
- Develops and maintains a promotional and awareness marketing strategy to include social media, conducts informational sessions and develops marketing materials that keeps pace with and advances the Program's mission and needs and increases awareness and visibility of all program initiatives.
- Creates and coordinates relationships with the press, including drafting press releases and fielding media inquiries.
- Develops and maintains relevant data collection in order to regularly analyze program data and completes reports as required.

SUPERVISORY RESPONSIBILITIES

Provides direct supervision to Family Services Coordinator, Program Navigators, Case Managers, and other staff as assigned by Chief Operating Officer. The Director will provide indirect guidance to the Community Services Coordinator, and Relocation Specialist employed by other agencies.

PERFORMANCE MEASUREMENT

Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating HRCAP's Values. Employees are also expected to lead by example and demonstrate the highest level of ethics.

SAFETY RESPONSIBILITIES

In addition to complying with the guidelines for all associates:
Comply with all Federal, State and Local regulatory standards and procedures.

Ensure that all associates are trained in HRCAP's Safety Policies, Rules and Regulations; trained for the jobs they will be performing; trained for the equipment they will be using; and understand the potential safety hazards in their work area.

Ensure that applicable personal protective equipment is available, in proper operating condition, and used for each job performed.

Ensure that equipment is in safe operating condition and that all safe guards are in place.

Constantly monitor the work area, conduct periodic safety inspections of your area and take immediate corrective action when work areas and/or practices are deemed to be unsafe or deficiencies are found.

Conduct accident/incident/near miss investigations in a prompt and thorough manner and initiate procedures to prevent reoccurrence.

Immediately report accidents/incidents/near misses to Human Resources and the department director.

Be accountable for all staff who are out on lost time accidents and actively initiate light duty return to work as soon as possible.

Be accountable for the failure of all staff who fail to follow safety rules and regulations, and acceptable work practices.

Discipline those who disregard safe work practices and procedures.

INFORMATION PRIVACY AND SECURITY

This associate may have access to Confidential Information (CI) and is required to be familiar with the HRCAP's Privacy policy related to the handling of CI, and follow all related procedures required to protect the privacy and security of CI.

QUALIFICATIONS

Working knowledge of the principles and practices of workforce and economic development, business administration, organizational behavior, organizational development, strategic planning, resource allocation, public relations, and leadership techniques; proven facilitator, trainer, instructor, or effective teaching experiences involving a combination of applied learning/hands-on tactical experiences aligned with technical and adult-learner pedagogy; Demonstrated successful project management and program/initiative start-up experiences ; Demonstrated ability to develop programs and curricula to meet industry needs; Working knowledge of post-secondary education administration, workforce development, and effective adult learner modalities; Demonstrated ability to manage, guide, and supervise subordinates; Demonstrated oral and written communication skills as well as proven presentation skills; Moderate to advanced computer literacy including proficiency using word processing, presentation, and spreadsheet applications and Experience with successful marketing and recruitment efforts.

EDUCATION and/or EXPERIENCE

- Master's Degree in a field related to Human Services, Social Services or comparable experience, and/or certifications in related fields. Experience in human resource management, business environment a plus.
- 7-10 years of program management experience at the supervisory level required
- Expertise in MS Office-Excel, PowerPoint, and Word
- Must possess and maintain a valid driver's license
- Criminal record check and credit report required for employment
- Strong software capabilities to analyze the business and develop presentations to include: Excel, PowerPoint or Prezi are required
- Track record for maintaining and deepening relationships with customers or accounts
- Adept at networking, building relationships, and community engagement
- Ability to work across the organization to deliver solutions that meet internal and external objectives

LEADERSHIP COMPETENCIES

- Initiative and Drive for Strong Results
- Strong Decision-Making Skills
- Business Acumen
- Customer Focus
- Organizational Agility
- Planning and Implementation
- Managing Purpose and Vision
- Building Effective Teams

LANGUAGE SKILLS

Ability to read, analyze, and interpret financial reports, and legal documents. Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community. Ability to effectively present information to top management, public groups, and/or boards of directors. Expertise in communications and verbal and written presentations of products and services; very strong computer presentation skills required (Prezi, PowerPoint, etc.)

MATHEMATICAL SKILLS

Ability to calculate figures and amounts such as discounts, interest commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

REASONING ABILITY

Ability to apply common sense understanding to carry out and solve situations with several variables. Strong analytical skills required. Ability to interpret instructions and draw conclusions based on information. Follow through skills are critical. Interpreting data and reviewing documents for accuracy is critical. Attention to detail is a must. Ability to organize thoughts, ideas and information in a presentation format is required for some duties. Strong analytical skills, able to project, tracking, and report business results

CERTIFICATES, LICENSES, REGISTRATIONS

Current state driver's license, proof of current auto insurance coverage, satisfactory driving record and working vehicle required.

PHYSICAL DEMANDS

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.



SEDENTARY

Lifting up to 10 pounds maximum and occasionally lifting and/or carrying such articles as docket, ledgers, and files. Walking and standing are required only occasionally



LIGHT

Lifting 20 pounds maximum with frequent lifting and/or carrying objects weighing up to 10 pounds. Walking or standing to a significant degree involves sitting most of the time with a degree of pushing and pulling.



MEDIUM

Lifting 50 pounds maximum with frequent lifting and/or carrying objects weighing up to 25 pounds.



HEAVY

Lifting 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.

WORK ENVIRONMENT

There are no unusual work environment characteristics associated with performing the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.



LIMITED

General office environment infrequently exposed to extreme atmospheric conditions (temperature, noise, fumes, dust, etc.)



MODERATE

Occasionally exposed to extreme atmospheric conditions (temperature, noise, fumes, dust, etc.)



HIGH

Frequently exposed to extreme atmospheric conditions (temperature, noise, fumes, dust, etc.)

WORK CONDITIONS

N/A

Application: Qualified individuals should apply at 2410 Wickham Avenue, Newport News, VA 23607. Office hours are 8:00a.m. - 5:00p.m. Monday through Friday. You can visit:

www.hrcapinc.org to print an application and mail to P.O. Box 37, Newport News, VA 23607.

Also you can email your application and resume to hrcapresume@hrcapinc.org

Closing Date: Applications accepted until position is filled.

Hampton Roads Community Action Program is an Equal Opportunity Employer