

POSITION TITLE: Assistant Vice President of Family Services

DEPARTMENT: Family and Resident Services

STATUS: Exempt

SALARY: \$63,000 - \$68,000, dependent upon experience

POSITION SUMMARY:

The Assistant Vice President of Family Services provides support to the Vice President of Family and Resident Services in the development, oversight, and monitoring of program requirements which assist and serve clients enrolled in the WHA's Family Self-Sufficiency (FSS) and A Better Life (ABL) programs.

ESSENTIAL FUNCTIONS:

1. Supervises the team of FSS Coordinators and Family Life Coaches to ensure that services provided are effective and meet program standards (approximately 8 staff).
2. Provides training to staff to build skills and capacity to achieve desired goals, metrics, and outcomes with clients.
3. Reviews and monitors compliance requirements for each client participating in the programs using reporting tools and processes.
4. Reviews and monitors client productivity by working with department staff to ensure achievement of benchmarks and goals.
5. Plans, reviews, and implements Lifeskills Program and ensures that enrollment and attendance meets program standards.
6. Conducts client record audit reviews to confirm completion of all required assessments, documentation and releases, in compliance with program policies and protocols.
7. Provides constructive feedback and corrective action as needed to ensure program compliance.
8. Assists in the development of proposals, contracts, grants and renewals as requested in seeking funds to sustain and expand existing programs.
9. Regularly gathers, reviews, and acts on all required data within established timelines, including providing reports and metrics to the VP.
10. Develops and maintains working relationships with other WHA departments, vendors, and funders to support work with clients and facilitate effective communication and collaboration.
11. Maintains timely communication with the VP on all areas related to supervision of staff and program management.
12. Attends meetings and trainings related to the program as requested.

OTHER RESPONSIBILITIES:

1. Performs similar job-related duties as assigned.

EDUCATION, EXPERIENCE AND SKILLS REQUIRED:

1. Four (4) year college degree required.
2. Minimum of three (3) years of supervisory experience
3. Minimum of five (5) years of experience working in an environment providing direct support, case management, and/or social services to individuals and families.
4. Demonstrated leadership skills; confident and comfortable in training and providing support, feedback, and supervision to staff to motivate success.
5. Demonstrated attention to detail and analytical skills; able to carefully review others' work and spot errors.
6. High level of ethics, values, integrity, confidentiality, and trust.
7. Ability to develop, coordinate and follow through on the administration of programs.
8. Excellent interpersonal communication skills; ability to set expectations and goals, to hold team members accountable, and to accept and deliver constructive feedback.
9. Ability to work effectively with clients representing diverse backgrounds and cultures.
10. Ability to manage multiple tasks and projects simultaneously, stay organized and meet deadlines.
11. Excellent computer skills, specifically in Word, Excel, and Outlook.
12. Ability to supervise staff performance relative to productivity and efficiency and recommend operational and procedural changes to improve program efficiency.
13. Outgoing personality and positive attitude; able to keep staff motivated and morale high.
14. Ability to be relied upon to be available for work, including flexibility in scheduling, and willingness to work overtime and/or weekends, as needed.