



JOB DESCRIPTION

DIRECTOR OF FAMILY SUPPORT SERVICES

JOB OVERVIEW

The Family Support Services Project focuses on the needs of children and their families for increased accessibility to services, improved system navigation, and wraparound services approach. This position requires experience in working with families, the community, and service providers. The Director of Family Support Services will be an integral team member of Vision for Children at Risk (VCR) as well as the System of Care (SOC) community, a collaborative network of agencies and families focused on the total health of children and families with, or at risk for, serious emotional disorders. The position of Director of Family Support Services is a key position on the leadership team that works closely with and reports to VCR's Chief Executive Officer and work closely with the SOC Project Director to ensure that all functions of family support services to the community are fulfilled. The Director of Family Support Services is responsible for providing support and technical assistance to the family support services team in the content areas of family partnership and engagement, community resources and collaborations, support service delivery, Medicaid billing, training and mentoring, monitoring, and reporting. The Director of Family Support Services also supports the achievements, objectives, mission, and values of VCR. Through all of this, the Director of Family Support Services helps create a work environment that inspires trust, professionalism, teamwork, and creativity.

DUTIES AND RESPONSIBILITIES

- Supervise the Family Support Services program,
- Ensure compliance with contracted services and Code of Missouri State Regulations in relationship to Family Support Services, and supporting VCR with Medicaid billing for family support services,
- Supervise relationship building with families, family partnership agreements, follow-up services, case management, and goal setting of program and families,
- Implement ongoing monitoring activities for Family Support Services, which include monitoring the implementation of required services,
- Provide supervision, direction, and support to Family Support Partners, including feedback and training on effective intervention and supportive strategies,
- Participate in the Case Review process for families, ensuring that children and families receive the supportive services they need based on individual treatment plans,
- Assume lead responsibility for setting policies, procedures, and written plans for Family Support Services,
- Complete and submit required monthly reports and contributes information for grant reports,
- Analyze data for trends, patterns, and needs of family outcome data for reports and advocacy activities,
- Supports Family Support Partners in resolving parent grievances or crisis situations,
- Cultivate relationships with community services and resources to assist with sustainability for families,
- Respect and exhibit compassion for cultural differences including the ability to interact effectively with people of different cultures and socio-economic backgrounds,
- Possess a high level of professionalism and adhere to strict confidentiality of sensitive information as well as maintain timely and thorough case records,
- Receptive and responsive to training, coaching, supervision, and feedback; works well in team setting,
- Position will require occasional evening and weekend hours,
- Attends all trainings, staff meetings, and collaborative meetings as required, and
- Additional duties as assigned.

EDUCATION AND EXPERIENCES/SKILLS

- Master's degree with a focus in health and wellness, mental health, psychology, or related field,
- Leadership and management experience with federal and government funds and its requirements,
- Demonstrate knowledge of the dynamics of the mental health system, prevention strategies, and the impact of trauma on well-being,
- Demonstrate experience in mobilizing service systems, management, and the ability to foster collaborative relationships,
- Experience with technology and web-based presentations,
- Excellent interpersonal and communication skills in both program and outreach settings, to include active & reflective listening, listening without judgment, and patience,
- Highly skilled in prioritizing tasks, handling multiple assignments, and meeting deadlines in a fast-paced environment, while maintaining strict attention to detail,
- Driven to make a difference in the lives of children and families,
- Independent and self-motivated, able to comply with and enforce deadlines,
- Positive team player with strong ability to work in a fast-paced environment,
- Excellent written and verbal communication skills,
- Proficiency with Microsoft Office products,
- Must be physically able to perform all job duties which may include bending, lifting, and kneeling,
- Ability to lift 30 pounds.

This position is a 2-year grant funded-position. Send cover letter and resume to vcr@visionforchildren.org.

POSTION TITLE:	Director of Family Support Services
REPORTS TO:	Chief Executive Officer
WORKS CLOSELY WITH:	System of Care Project Director
WORK SCHEDULE:	Full-Time
TRAVEL:	Occasionally

LEGAL STATEMENT

The above information on this description has been designed to indicate the general nature and level of work performed by employees in this position. It is not designed to contain or be interpreted as an exhaustive list of all responsibilities, duties and qualifications required of employees assigned to this job.

VCR is an Equal Opportunity Employer