



Since 1970, Family Resources has been the agency to turn to for crisis counseling, safe shelter, and safe respite for runaway and homeless teens. We are committed to making a difference in the lives of those who need our help and have nowhere else to turn.

Our mission is to strengthen families and build better communities by providing prevention, support and counseling to children, teens, and families. We accomplish this through our belief and vision that every child should be safe, that every troubled teen deserves help, and that every family torn apart in crisis be given the opportunity to mend.

Who we need:

The role of the Director of Client Success – Community Programs is to provide leadership to the community-based programs. The role includes ensuring the supervisors and programs engage those we serve where they are; operate from a place of inclusion and respect for equality; earn trust through honest relationships; demonstrate integrity; and inspire and empower positive change.

What you get:

Salary: \$ 65,000 annually

Hours: FT Exempt – hours may vary by day

Benefits offered to those who meet eligibility requirements.

Essential Duties/Responsibilities:

- Acts as visionary in terms of developing and implementing programs in accordance with the Mission, Vision, and Values of Family Resources.
- Works with supervisory team in ensuring training needs are met in accordance with funder expectations and requirements.
- Aids in the creation of and support of a healthy culture within the agency with the supervisors; ensures that the supervisors foster an atmosphere of teamwork which promotes Family Resources as a desirable place to work.
- Ensures that self, supervisors, and programs are meeting key performance indicators (KPI's) and that these indicators drive accountability, performance, and culture within the programs.
- Ensures that supervisors maintain positive working relationships with referral sources and develops and maintains these relationships personally when appropriate.
- Assists in the development of annual program budgets and ensures programs operate within the agency budget in coordination with the supervisors.

- Establishes and monitors a system to measure cost effectiveness and ensure the efficient use of resources while ensuring all allocated funder dollars are drawn down in their entirety.
- Addresses any personnel, performance or staffing issues in conjunction with the supervisors of programs.
- Ensures that supervisors are trained on agency policy and procedures and are enforcing them consistently.
- Promotes the Quality Improvement philosophy and ensures supervisors are utilizing these processes within program operations.
- Provides monthly in-person supervision of all supervisors and documents meeting.
- Engages with every program by being on site at least twice per month to ensure continuity while staying abreast of each programs' unique strength and weaknesses and condition of the environment.
- Ensures that data collection systems and processes have proper oversight.
- Other job responsibilities as required.

Skills, Abilities and Other Requirements:

- Must demonstrate awareness and acceptance of cultural differences of clients, staff, and community contacts.
- Must have the ability to develop and maintain effective working relationships with individuals from a variety of cultural and ethnic backgrounds, including clients, staff, professional and community persons.
- Must possess excellent organizational skills, well developed verbal and written communication skills, and the ability to effectively deal with complex issues.
- Must maintain a high degree of professionalism and reliability within areas of responsibility by providing leadership, direction, motivation, and training.
- Should possess characteristics that show sound judgment in fulfilling position duties and responsibilities as well as a cooperative attitude in working relationships with senior members of management.
- The possession of a personal cellular phone is required for use in accordance with agency policies and procedures.
- Must have valid Florida Driver's License and auto insurance for personal vehicle and a clean driving history.

Education and Experience:

- Master's degree in behavioral sciences or related field
- A minimum of three (3) years' experience in increasingly responsible administrative or management capacity.

Physical Requirements:

- The ability to lift 25 pounds occasionally
- Frequent sitting, standing and/or walking

- Frequent use of hands and fingers
- The ability to hear and respond quickly to sounds
- Close, distance and peripheral vision
- Frequent driving

Positions Supervised:

- Program Supervisor, Food Program
- Program Supervisor, Safe2B- You & Me
- Program Supervisors, YEP
- Program Supervisor, SNAP
- Street Outreach Specialists
- Volunteer Coordinator/Community Relations Specialist
- Administrative Assistant
- Data Manager

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

Locations: Clearwater, St. Petersburg, Bradenton

To apply for this position please see Family Resources careers page at

<https://familyresources.isolvedhire.com/jobs/>