



**FAMILY RESOURCES, INC.  
POSITION DESCRIPTION**

**Offering Sign on Bonus! \$750 for FT and \$500 for PT. To be paid over continuous tenure 0-6 months.**

**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 – Pinellas I is to provide leadership to the programs at the Clearwater campus. 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:**

\$65,000 annually

\$750.00 Sign-on bonus

Benefits offered to those who meet eligibility requirements, including paid time off, health insurance, retirement with a 6% match.

**Essential Duties/Responsibilities:**

- Acts as visionary in terms of developing and implementing programs in accordance with the Mission, Vision, and Values of Family Resources.
- Aids in the creation of and support of a positive 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 positive culture within the programs.
- 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.
- Oversees the assigned programs at the Clearwater campus including the shelter, counseling, Intensive Case Manager (ICM), and Elementary Intensive Case Manager (EICM).

- Ensures that the agency meets and exceeds all programmatic and funder expectations and services are high performing.
- Oversees risk management, safety, and staff development for assigned programs.
- Works with supervisory team in ensuring training needs are met in accordance with funder expectations and requirements.
- Maintains positive working relationships with DJJ, DCF, courts, schools, law enforcement and other community partners.
- Participates in local and state organizations related to Family Resources' mission as requested.
- Assists in the development of annual program budgets and ensures programs operate within the agency budget in coordination with the supervisors.
- Selects qualified candidates to staff the programs in order to accomplish its strategic goals, deliverables and quality standards and effectively uses both staff and intern resources to provide quality services.
- Addresses any program personnel, performance or staffing issues or concerns.
- Participates in the Quality Improvement Team and coordinates quality improvement functions and other agency committees as requested.
- Conducts weekly and monthly meetings as needed to ensure continuity and consistency in systems and processes within programs supervised and ensures documentation of key areas of opportunity.
- Provides monthly in-person supervision of all supervisors and documentation of meeting.
- Is responsible for data collection systems and processes to ensure proper oversight and effectiveness of program.
- Knowledgeable of state licensing for shelter programs and all other funder monitoring requirements related to their programs.
- Provides clinical oversight to agency programs including facilitation of sight and sound reviews and clinical treatment team meetings.
- Provides direct supervision to master's level interns and license eligible staff.
- Provides clinical support for sight and sound reviews 7 days per week either by phone or on-site review.
- Works non-traditional hours and weekends when needed. During weather-related emergencies such as hurricanes which require coordination and evacuation, the director will be expected to be on-site as needed and to facilitate this process in conjunction with the residential supervisor and designated agency hurricane teams.
- Works as a member of an on-call team and provides on-site support when needed.
- Other job responsibilities as requested.

#### **Skills, Abilities and Other Requirements:**

- Must demonstrate awareness and acceptance of cultural differences of clients, staff, and community contacts and must adhere to trauma informed care approach with clients.
- Must complete all agency and funder required trainings in designated time frames, must completed CEs every two years to maintain state licensure in good standing.
- 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:**

- State of Florida licensure in Social Work or Mental Health is required.
- 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
- Occasional driving

**Positions Supervised:**

- Residential Supervisor
- Residential Counselors
- Residential Case Manager
- Non-Residential Counselors
- Youth Development Specialists
- Administrative Assistant
- Nurse
- Intensive Case Manager (ICM)
- Elementary Intensive Case Manager (EICM)

Locations: Clearwater

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

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