

Job Title	PROGRAM DIRECTOR (1 opening)
Employer/ Agency	FAMILY ENDEAVORS, INC
Job Description	<p>Be a part of our Believe·Belong·Become culture at Family Endeavors as the Program Director for our Community Based Service Department and impact the lives of others! As Program Director you will ensure the development, implementation, operation and evaluation of the Community Based programs and affiliated activities. This position is a leader in the agency and you must have a professional presence and the ability to interact well at all levels; excellent written and oral communication skills, including making presentations. Responsible for four state and fifteen offices with a budget of more than \$10 million that primarily services Veterans and their families. This person must also be able to think analytically, evaluate the impact of decisions and the effectiveness of policies and initiatives; maintain excellent time management.</p> <p>FT/Exempt Position/Full Benefits Package/Salary TBD based on proven experience</p> <p><u>Work Location:</u> San Antonio, Texas</p> <p><u>Essential Job Responsibilities:</u></p> <ul style="list-style-type: none"> • Identify community needs and opportunities for program expansion and growth. Pursue new revenue sources. Develop and deliver marketing presentations. Compile and submit proposals for program implementation. Promote the success and reputation of Community Based Services. • Oversee the delivery of daily program services. Monitor and evaluate each contract/program. Implement change as needed to meet program objectives, customer needs, contract requirements and billing. • Maintain open lines of communication with contracted and referring agencies, client families, community collaborations, and staff. Schedule periodic meetings and provide ongoing feedback and updates. Ensure all customer concerns are resolved in a timely and satisfactory manner. • Prepare and manage annual budget. Operate department in an efficient, cost effective manner. Monitor actual to budget for revenue goals and expense. Implement cost containment as needed to stay within budget parameters. • Supervise direct reports; Interview, make quality hiring decisions, train and mentor in best practices, policies and procedures; Set individual staff goals, monitor performance; document as necessary, provide ongoing feedback and timely evaluations; Develop staff for advancement and to ensure continuity of program. • Perform administrative duties in a timely and accurate manner; routine communications, review and update of program policies and procedures, periodic reports as required and requested. • Stay current in the field of Mental Health, Counseling, Homelessness and related social services; Network with other professionals in the field; Read related periodicals and websites; Attend training to enhance knowledge and training skills.
Qualifications	<p><u>Essential Qualifications:</u></p> <ul style="list-style-type: none"> • Bachelor’s Degree in Social Work required; Masters in Social Work preferred. • 5+ years managing a social service program; health care field preferred. • 5+ years as a supervisor; supervision of distance employees a plus. • Experience with veterans, mental health and/or a homeless population a plus. • Must have contract compliance experience. • Must be available and willing to travel to various locations on a quarterly basis and with such frequency as the business need dictates.

- Veteran or spouse of a Veteran preferred.
- Ability to communicate clearly and effectively via oral or written means. Ability to communicate appropriately with all levels of individuals. Ability to make oral presentations and write detailed proposals. Ability to present a professional and positive demeanor to clients, contractors, staff, and the general public.
- Ability to remain calm and maintain self-control in the midst of difficult circumstances and emergencies. Ability to represent the agency well and respond professionally in all situations.
- Working knowledge of Word, Excel, PowerPoint; Publisher a plus. Strong internet research skills. 45 WPM, 95% accuracy.
- Ability to think analytically and evaluate the impact of program decisions and resolve problems. Ability to set work priorities and to evaluate and create solutions to work related problems.
- Strong math skills. Ability to develop and manage a budget and operate within its' parameters.
- Knowledge of business and management practices involved in strategic planning, resource allocation and leadership. Ability to manage multiple projects simultaneously. Works with a bias towards action. Ability to evaluate effectiveness of program initiatives and staff.
- Ability to request, collect and evaluate bids for program growth and expansion. Ability to persuade and influence others to reach optimum contract terms. Ability to present the agency in a professional manner in all negotiations.
- Ability to think long term; to make program plans up to a year or more in advance. Ability to seek out and develop relationships that can lead to long term results.
- Ability to train, evaluate and guide employees. Ability to delegate and ensure follow through. Ability to provide feedback in a respectful and constructive manner.
- Knowledge of mental illness and community resources. Knowledge of medical insurance/third party billing preferred. Knowledge of contract submission process; obtaining authorized provider status a plus.
- Ability to communicate with staff, grantors/payors and community partners to determine needs and actions to be taken and evaluate program effectiveness. Ability to input data into computer, make calculations, complete paperwork, produce reports. Ability to review and proofread documents to determine accuracy. Ability to observe clients to evaluate mental, emotional and physical condition. Ability to lift, stack, load and move up to 25 pounds from varied heights. Ability to drive safely and recognize hazards.

Salary/Hours	Schedule: Monday– Friday; 9am – 6pm; Evenings & Weekends as necessary; travel also required.
Address	535 BANDERA ROAD
City, State, Zip	SAN ANTONIO, TEXAS 78228
Contact Person	SERINA A. STARK
Contact Title	HR GENERALIST AND RECRUITER
Telephone Number	210-431-6466 EXT 104
Fax Number	210-431-6472
Email Address	ssstark@familyendeavors.org
Application Method	<u>If interested and you meet the above requirements:</u> Download application from the employment page of our website www.familyendeavors.org ; then email to resumes@familyendeavors.org or Fax to Serina, HR Generalist at (210) 431-6472. Resume and salary expectations must also be submitted. EEO

