



## **Family Promise of Northern New Castle County, Delaware Seeks Executive Director**

### **Executive Director Job Description**

#### **About Family Promise ®**

Family Promise of Northern New Castle County helps homeless families with children move toward lasting independence by providing a safe place to eat and sleep, intensive case management, life skills training, support, and encouragement. We do this through a network of congregations that host these families directly in their houses of worship, staffed by caring volunteers who have put their faith into action. To learn more, please visit our website at [www.familypromisede.org](http://www.familypromisede.org).

#### **Executive Director Job Objective**

To coordinate the program components of the Family Promise Network—host congregations, volunteers, referring and supporting agencies, Family Promise Center, and transportation—for the effective provision of services to homeless guests and to provide case management to homeless families.

#### **Responsibilities**

- Coordinate all Network components to administer program. Maintain regular contact with coordinators and other individuals at each host congregation, visiting with them and providing written summaries. Plan Congregational Coordinator Committee agenda and convene the Committee quarterly. Train coordinators and hosts in all new host congregations, and conduct at least annual volunteer training thereafter. Communicate regularly with the Family Promise Center staff, volunteers, and all supporters – verbally and via email / newsletters.
- Provide robust, compassionate, and supportive case management to all guest families. Conduct intake interviews with prospective families; develop family plans; meet with guests to monitor progress and provide assistance in securing housing, employment, training, etc.; assist guests with social service needs, referring them to other organizations and services as appropriate; advocate with agencies for guests as needed.

- Organize and schedule transportation, including drivers and van maintenance. Manage schedule changes and any other transportation matters related to Family Promise.
- Represent the Network to the public, media, and social service agencies. Build relationships with and regularly communicate with referring and supporting agencies. Actively participate in providers' groups and other forums with social service agencies. Meet with community organizations to inform them of this program. Ensure that brochures or other documentation provided to outside groups is professional and accurate. Manage facilities and assets. Ensure Day Center and materials are accounted for and maintained. Ensure technical resources (computers, printers, web site) and maintained and enhanced, as needed.
- Create and implement programs to enhance services provided to clients. Work with the Planning Committee and Board of Trustees, as needed, to approve. Ensure procedures are in place for all processes.
- Recruit additional faith congregations to join the network, as needed.
- Maintain records on Network operations and guests' progress using computer software. Provide reports for the Board of Directors and as required for funding sources. Provide annual statistics and other information to Family Promise (National).
- Hire and supervise additional staff and volunteers as necessary in consultation with appropriate Board of Directors committee(s) and conduct periodic staff reviews.
- Be on call for emergencies during off-hours as scheduled.
- Manage daily expenses and other operational duties as requested by the Board.
- Work with the Fundraising Committee to ensure that appropriate funding opportunities are pursued, including grants, individual donations, and special fundraising events.
- Work with the board president to plan board meetings. Work with board committees as necessary to follow up on identified action items.
- Coordinate master schedule of host congregations, updating as necessary to reflect ongoing changes.

## **Accountability**

The Network director reports to the Board of Directors of Family Promise of Northern New Castle County.

## **Qualifications**

The successful candidate for executive director is an enthusiastic individual with a demonstrated track record of displaying good judgment, consistent leadership, and compassion for others.

## **Education and Experience**

- B.A. degree; M.S.W. preferred
- Three years experience in a social service environment, with case manager experience desirable
- Experience in volunteer management desirable

## **Skills**

- Case management skills: ability and experience in counseling clients in a social service setting (experience working with homeless individuals is a plus)
- Extensive knowledge of social service referral options in New Castle County and surrounding areas, with a demonstrated track record of linking clients to meaningful services. Existing professional relationships with local social service providers is a plus.
- Communication skills, oral and written: ability to make presentations to large groups
- Planning and organizational skills: ability to handle multiple tasks simultaneously
- Interpersonal skills: ability to work effectively with a wide range of people
- Leadership skills: ability to make decisions, solve problems, delegate tasks and responsibilities
- Computer skills: Ability to use standard Microsoft Office programs, proficiency in conducting internet research, and willingness to learn new software programs.

## **Working Hours**

The Executive Director works a minimum 40-hour week. After hours, the Executive Director is on call for emergencies.

## **Salary and Benefits**

The salary range for this position is between \$43,000 and \$47,000, commensurate with the candidate's education and experience. A competitive

benefits package is available, including health insurance reimbursement, paid vacation and sick days, and retirement savings.

### **Application Instructions**

Interested applicants should send a cover letter and resume to Joann Temple, Program Assistant, via email at [joann.temple@familypromisede.org](mailto:joann.temple@familypromisede.org). This posting closes on Friday, April 15<sup>th</sup> at 5 pm EST. All applicants will be notified when the position has been filled.