Family Promise Director Job Description

Family Promise of Whatcom County is a new program of Interfaith Coalition, http://www.interfaith-coalition.org/, a nonprofit organization that provides a network of support for families experiencing homelessness as they work to achieve and sustain independence. Family Promise will be a part of the national Family Promise program, which is already in over 200 communities across the nation. This model includes two parts including the Day Center and volunteer congregations that host the families at night. At the Family Promise Day Center families will receive case management services. In the evenings, families receive overnight accommodations and meals in local congregations by trained volunteers.

Family Promise will bring together the resources of faith communities, social service agencies, and the local community, as Family Promise provides a variety of services for families in need.

Family Promise is currently looking for a Director with strong management, social service experience, program administration, and fundraising skills who will guide all the services of Family Promise as an extension of Interfaith Coalition Transitional and Emergency Housing programs.

Job Objective
To oversee the provision of case management to families experiencing homelessness and to coordinate the program components of the host congregations, volunteers, referring and supporting agencies, day center, and transportation for the effective delivery of services to homeless guests.

Responsibilities

Program Administration and Guest Services:
- In partnership with a case manager, oversee provision of case management to all guest families. This includes: intake interviews with prospective families; development of family plans; monitoring and encouraging progress in securing housing, employment, job training, and entitlements; assisting guests with social service needs, referring them to other organizations as appropriate; advocating with agencies for guests as needed; maintaining records on guests’ progress, including after graduation care as needed; and resolving conflicts.
- Oversee the day to day operations of the program. Coordinate and oversee volunteer and paid staff for Family Promise Day Center. Organize and schedule transportation to host congregations and supervise van drivers.
- Develop and maintain strong relationships with partner housing agencies and social service organizations for referrals of family guests and providing case management referrals to outside agencies. Actively participate in providers’ groups and other forums with social service and housing providers.
- Be on call for occasional emergencies during off-hours.

Volunteer Management:
- Develop and maintain a strong, trained volunteer network of host and support congregations that will provide hospitality to guest families, including overnight accommodations, meals and companionship.
- Train volunteers and coordinators from diverse congregations and community groups in providing hospitality in a non-judgmental fashion. Training will include an understanding of poverty, family homelessness, listening skills as well as on-site duties.
- Develop a strong volunteer program that creates a nurturing and supportive environment for guests and volunteers. Maintain volunteer records and develop policies that recognize, motivate, train and appreciate volunteers.
• Maintain a positive relationship with affiliated host and support congregations and oversee volunteer coordinators. Coordinate master schedule of host congregations, updating as necessary to reflect ongoing changes.

Board and Leadership Team:
• Provide staff leadership and close communication with the Family Promise Leadership Team. In partnership with this committee, develop an annual budget, evaluate the progress of the program, and make recommendations regarding program and policy changes.
• Provide monthly reports to Interfaith Coalition Board of Directors.
• Work with the Leadership Team and Board of Directors in a long term strategic vision for the program.

Fundraising and Communications:
• Participate in fund development in conjunction with the Family Promise Leadership Team and Interfaith Coalition Development Director. Assist in coordinating fundraising events, increasing the donor base, and developing relationships with donors.
• Provide community outreach including presentations to congregations, service clubs and other organizations.
• Write effective correspondence, newsletters, monthly reports and promotional materials.

Accountability
The Family Promise Director reports to the Executive Director of Interfaith Coalition.

Desired Qualifications
The successful candidate for Director is an enthusiastic individual with good judgment and compassion for others; an ability to relate to individuals from many different racial, ethnic, and religious backgrounds; with knowledge of homeless service provision models and general assistance programs. The ideal candidate is visionary, creative, collaborative and highly organized. S/he will be an exceptional communicator with strong writing and public speaking skills.

Desired Education and Experience
• B.A. degree; Masters degree preferred.
• A passion to work with a variety of faith communities toward a common goal of service.
• Three to five years’ experience in a social service environment.
• Experience in volunteer management.
• Case management skills: ability and experience in ensuring guests have tools for success.
• Interpersonal skills: ability to work effectively with a wide range of people.
• Leadership skills: ability to make decisions, solve problems, delegate tasks and responsibilities.

Salary
Commensurate with experience, range $45,000-$55,000. Benefits include medical insurance, retirement contribution, vacation and holiday pay.

Working Hours
This is a salaried exempt position. Typical workweek is approximately 40 hours. However, Director must be willing to work nights and weekends as needed. It is estimated that this position will begin January 1, 2018. This position is open until October 29, 2017.

Please send resume and cover letter to Interfaith Coalition, laura@interfaith-coalition.org.