JOIN OUR TEAM
The Director of Programs, reporting to the Chief Executive Officer (CEO), will serve as a member of the Senior Leadership Team providing management over and administration of client programs, including but not limited to: access point, client aid, emergency shelter and housing programs.

About Family Assistance Ministries (FAM): FAM is a faith-based non-profit organization whose mission is to assist those in need in Orange County with resources for food, shelter, and personalized supportive counsel and aid; helping clients bridge the gap from dependency to self-sufficiency.

QUALIFICATIONS
- Bachelor’s Degree in human services, social work, behavioral sciences or related field and/or equivalent experience
- Proven experience in case management systems and planning techniques, non-profit housing program development, program implementation and oversight, policy management, budget and resource management, staff supervision and training
- Knowledgeable about Orange County community resources and public benefits
- Excellent oral and written communication skills; bilingual in Spanish preferred
- Proven ability to work with diverse client populations and experience working with persons in crisis
- Proficient in Mac desktops and in Microsoft Office, e-mail and Internet usage; ability to use client database software and HMIS

TRAVEL
- Frequent local travel - must have reliable transportation, valid driver license and current auto insurance

WORK APTITUDES
- Demonstrate a positive and caring attitude, be client-focused, value and respect others, display ethical behavior, good judgment, confidentiality, teamwork and collaboration
- Lead in a collaborative manner and work as a member of a team, as well as independently
- Work in a fast-paced and demanding environment
- Possess strong organizational skills
- Manage multiple concurrent projects, delegating tasks when feasible, and demonstrate flexibility in determining priorities
- Effectively analyze and solve problems

RESPONSIBILITIES AND EXPECTATIONS

Leadership
- Supervises employees, interns and volunteers
- Recruits, interviews and selects qualified staff
- Orient, trains and mentors staff to develop a competent workforce
- Discusses performance with staff in a timely and effective manner
- Communicates and informs staff, and conducting meetings regularly

Program Management
- With the support from the Chief Executive Director and Finance Manager, assists in exercising control over program budgets through planning, prioritizing of spending and monitoring of spending patterns; approves and processes client aid requests
• Provides case management and crisis intervention as needed; demonstrates client progress towards risk reduction, achieving of goals and positive outcomes
• Maintains and assures accurate records, files, forms, policies and procedures, statistics, and additional relevant information for compliance with agency policies and grant funding requirements; compiles and submits monthly statistics and reports; reviews HMIS reports regularly for key performance indicators
• Monitors effectiveness of client programs, reevaluating and recommending changes
• Develops, understands and performs to budgets and schedules
• Prepares and monitors efficient work processes and indicators for quality performance; achieves quality and continuously improves operational performance

Marketing and Public Relations
• Gathers client information for FAM marketing
• Professionally represents FAM at community meetings and trainings in order to increase FAM’s visibility, establish feeder systems and develop key relationships with other service providers, and obtain resources and best practices

WORK SCHEDULE
• Regular schedule will be Monday through Friday, plus attend events/functions in the evening and/or on weekends; may require on-call availability to manage urgent permanent supportive housing and Gilchrist/FAMily House issues

BENEFITS
• FAM pays 100% of the premium for the employee’s coverage in the medical, vision and dental plans
• Paid vacation, sick leave, and ten holidays
• Participation in the 410(k) plan

To Apply: Submit resume and cover letter comparing and contrasting your background and experience with our expectations to Human Resources, hr@family-assistance.org, with “Director of Programs” in the subject line. No phone calls, please. We appreciate your interest in our opportunity, however, only qualified candidates will be contacted for an interview.

FAM is an equal opportunity employer.