



Job Title: Program Director, New Bedford Family Resource & Development Center

Reports to: Chief Impact Officer

Classification: Full time, Salaried, Exempt position

Salary: \$65,000-\$70,000 annually

United Way of Greater New Bedford (UWGNB) fights for the health, education, financial stability and basic needs of every person in the nine communities it serves. United Way staff members are actively involved in our communities supporting organizations, strategically creating initiatives, and offering services where gaps exist. Every United Way of Greater New Bedford staff member serves as an ambassador for the organization, demonstrating a culture of service, fundraising, and volunteer engagement.

Since 2010, UWGNB has operated New Bedford's Family Resource & Development Center (FRDC) funded by the MA Executive Office of Health and Human Services and Department of Children and Families (DCF). The FRDC serves as a single point of entry to help area families with children ages birth to 18 years old identify and gain access to an array of culturally competent family support services.

Position Summary:

Reporting to the Chief Impact Officer, the FRDC Director is a dynamic, inclusive manager responsible for leading and supervising the FRDC team and all aspects of the FRDC services, operations, and supports to families and the community. The FRDC Director is highly organized and accountable. They ensure all contractual program targets for the FRDC are met and follows an established work plan.

The Director ensures that the FRDC staff is providing appropriate, culturally responsive, and trauma-informed services and supports to families. They stay current with research and best practices in the field of family support and evidence-based parenting programs.

The Director will promote a culture of empowering families within FRDC and throughout the network of community partners by providing high-quality services consistent with the principles of family support. The Director will ensure coordination with the FRDC's Network Service providers and manage other external community relations to monitor and address community needs.

Key Duties and Responsibilities:

Management

- Lead, supervise and support the FRDC staff in the provision of:
 - Intake/Assessments
 - Information/Referrals/ Follow Up
 - Case Management
 - Parent Support and Educational Classes
- Provide administrative supervision to the FRDC's Clinician and Family Partner
- Create and nurture a collaborative, supportive, and welcoming environment using group norms to guide

- team members' daily work both internally and externally
- Oversee the "Center's" day to day operations, to include, but not limited to:
 - Ensure safety protocols for FRDC are regularly updated and reviewed with staff
 - Manage communication and ensure FRDC staff are routinely informed of new program information or directives from EOHHS/DCF and UWGNB
 - Oversee and continuously assess all evidenced based programming offered by the Center
 - Hire, train, and evaluate staff
 - Supervise the maintenance of FRDC confidential client files
 - Monitor FRDC staff's accuracy and timeliness in entering program data in the required system to ensure compliance with contractual expectations
 - Establish and manage an ongoing process to routinely gauge and report client satisfaction with FRDC
 - Assist Chief Finance & Human Resource Officer with FRDC budget development, management, and financial reporting
 - Track and manage all "other" funding (non-state) allocated for FRDC by the UWGNB, and as requested, provide a written report for each grant.
 - Contribute to the organization's overall success and impact by working with the Leadership Team in the implementation of new initiatives and ensure integration of program operations
 - Other duties as assigned

External Community Relations

- Work closely with colleagues in the community to be knowledgeable about social, health, and educational opportunities as well as emerging needs for families and children within our area
- Serve as primary relationship manager with key institutions such as schools, courts, and contracted agencies
- Collaborate with colleagues in the community to create programming and support to families that address community need
- Participate in local boards, coalitions and / or committees as needed

Requirements: Bachelor's degree or higher in social work, child development or related human services from a four-year college. Master's degree a plus, but not required. Previous management experience required.

Demonstrated ability to work effectively with diverse populations and a broad sector of the community is required. Position requires extensive local travel and occasional evening and weekend appointments.

**Candidates should email resume and thoughtful cover letter with salary requirements to
liveunited@unitedwayofgnb.org
Please list **FRDC Program Director** in subject line**