



Job Title: Family Services Director

Reports to: Executive Director

Location: Atlanta, GA

Salary: \$75,000-\$85,000

Benefits: Paid holidays, PTO, 403(b) plan options, 100% Employer paid healthcare

Who We Are:

The Atlanta Children's Day Shelter (the Shelter) is dedicated to breaking the cycle of poverty for families facing homelessness by building pathways to long-term self-sufficiency. Since 1986, the Shelter has provided quality early childhood education and family services, free of charge, to address the needs of the entire family.

About the Role:

The Director is responsible for developing, managing, and evaluating the program services, ensuring they are effective, trauma-informed, culturally responsive, and aligned with best practices and the organization's strategic plan. They will supervise direct family services staff creating a collaborative and supportive work environment, collaborate and execute on the organization's strategic growth and build community partnerships that will better serve the Shelter's families.

What You'll Do:

Program Development and Evaluation:

- Design and enhance programs and services to meet the evolving needs of families experiencing homelessness.
- Monitor program budgets and collaborate on grant proposals and reporting to ensure compliance.
- Develop and maintain policies and procedures aligned with local and national best practices, and strategic plan.
- Develop and implement data and evaluation systems to measure program outcomes, inform decision-making, identify areas for improvement, and demonstrate impact.

Social Service Implementation and Partnership Development

- Oversee enrollment processes of families.
- When needed as a backup for program staff, provide comprehensive case management, including intakes, assessments, referrals, housing assistance and placement, counseling, advocacy, and outreach.

- Conduct psychosocial assessments with each family to determine needs, including housing, employment, and educational needs.
- Develop an individual service plan with each family and monitor family progress towards self-sufficiency.
- Provide ongoing case management to each family: (1) provide information and referral services to link families to community resources, (2) serve as an advocate for the family, (3) provide counseling to parents, and (4) assist parents with problem solving.
- Ensure maintenance of complete and current family records.
- Build and maintain relationships with community organizations, government agencies, and other stakeholders to enhance service delivery and expand resources for families.
- Participate in networks and coalitions focused on homelessness services.

Strategic Plan Execution and Operations

- Design and enhance programs and services to meet the evolving needs of families experiencing homelessness.
- Develop, maintain and track the Family Services budget.
- Monitor program budgets and collaborate on grant proposals and reporting to ensure compliance.
- Develop and maintain policies and procedures aligned with local and national best practices, and strategic plan.
- Develop and implement data and evaluation systems to measure program outcomes, inform decision-making, identify areas for improvement, and demonstrate impact.
- Ensure coordination of services provided by the Hire Up Employment Program and the Steps to Success Program.
- Assist in the coordination of agency events for families, including Holiday House, Legacy Builders' Celebration, and others as needed.
- Ensure program statistical reporting and utilization of the Pathways Community Network., HMIS, Salesforce.
- Develop and expand partnerships with community agencies that will provide additional support to the Shelter's families. Maintain updated information on and establish contacts with community agencies.

Builds and Leads a Successful Team

- Provide direct supervision to the Family Services Manager, Case Manager, and adjunct social service staff.
- Providing guidance, support, and professional development opportunities to family services team.
- Serve as Agency Field Instructor to social work interns.
- Assign performance goals, initiatives, and work tasks to direct reports.
- Coach and develop team members to successfully perform in roles.
- Manage performance of team members, including administration of the performance management tools and Disciplinary processes.

- Grow team capabilities to enable department and organizational talent development and succession planning.

What You'll Need:

Education

- Master of Social Work from an accredited College/University or Bachelor's degree with 10 years of experience in a related field will be considered.

Experience

- 5-7 years of proven social services or case management work with demonstrated ability to strategically build and develop social service programs.
- Strong leadership skills with the ability to manage teams, guide staff, and provide professional development.
- Knowledge of the Atlanta homeless landscape with developed community partnerships.
- Established network of contacts within the City of Atlanta and the surrounding metro area.
- Strong interpersonal and relationship-building skills, a poised public presence, and a demonstrated ability to exercise sensitivity and good judgment.
- Ability to effectively speak and present to individuals, including high net-worth donors, executive corporate management, and small, mid-size, and large groups.
- Excellent oral and written communication skills
- Proven ability to manage multiple projects with varying priorities at one time.
- Detail-oriented, flexible, and committed to meeting deadlines.

This role may be a fit for you if you:

- Foster an environment characterized by warmth, compassion, and support, always ensuring a nurturing atmosphere.
- Create a supportive and culturally competent environment for the diverse families at the Atlanta Children's Day Shelter.
- Self-starter with strong organizational, multitasking, and time-management skills.
- Excellent planning, organizational, and follow-up skills.
- Drive goal attainment and strive to exceed customer expectations.
- An authentic desire to connect with and expand our stakeholders, including the board of directors, donors, and volunteers.
- Demonstrated proficiency in HMIS, Salesforce or similar CRM systems.

There may some Physical Demands:

This position works in a typical office setting. There may be extended periods of sitting, standing and/or bending; listening, talking and/or visual concentration; writing and/or computer use. This position would normally have routine opportunities to alter physical position or change eye focus. Lifting should not normally exceed 50 pounds. Local travel is required. Must have a satisfactory driving record.

Location: Hybrid work environment with office location at 607 Peachtree Street NE, Atlanta, GA 30308. Occasional in-region travel to meetings and events.

Schedule: 40-50 hours standard weekly, typically Monday - Friday. Occasional evenings or weekend hours may be required.

Application Process and Additional Information

Atlanta Children's Day Shelter provides equal employment opportunities to all employees and applicants for employment without regard to race, color, ancestry, national origin, gender, sexual orientation, marital status, religion, age, disability, gender identity, genetic information, service in the military, veteran status, and any other classifications protected by law. Equal employment opportunity applies to all terms and conditions of employment, including hiring, placement, promotion, termination, layoff, recall, transfer, leave of absence, compensation, benefits, training, and any other term or condition of employment. Violations of this policy will not be tolerated. We strongly value a diverse workforce and inclusive culture for all employees.

Candidates must include a resume and a cover letter that describes how qualifications and experience match the needs and mission of the Atlanta Children's Day Shelter. Applications will be accepted until the position is filled. Send all required documents to Cameron Turner at cturner@acsatl.org .