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**Job Description: Director of Family Support Services
Family Promise of Knoxville**

JOB DESCRIPTION

To provide case management to homeless children and their families in the Knoxville area for Family Promise of Knoxville, a nonprofit helping reduce family homelessness by mobilizing the interfaith community and existing resources. Program components of Family Promise of Knoxville will include faith-based host congregations, volunteers and support agencies.

RESPONSIBILITIES

- Provide case management for all guest families. Conduct phone and in-person intake interviews with prospective families; develop individual family plans and goals; meet with families to monitor progress in securing housing, employment, job training, and other organizations as appropriate; advocate for families as needed with agencies.
- Provide on-going case management for families who have been in the program and have graduated.
- Maintain regular contact with volunteer coordinators and other individuals at each host congregation. Meet in person with each host coordinator at least quarterly as the families move from congregation to congregation.
- Plan agenda for and oversee bimonthly network volunteer coordinators' meetings.
- Assist with office duties such as answering phones, composing and answering emails and written correspondence, and other similar tasks.
- Represent in a positive fashion Family Promise of Knoxville to area congregations, volunteers and the Knoxville community.
- Coordinate master schedule of host congregations, updating as necessary.
- Facilitate and/or coordinate weekly life-skills classes in areas of Parenting, Budgeting, Nutrition, Vehicle Maintenance, and Stress Management.

ACCOUNTABILITY

The Director of Family Support Services reports to the Executive Director of Family Promise of Knoxville.

QUALIFICATIONS

The Director of Family Support Services should be an enthusiastic individual who utilizes good judgment and compassion for others. The Director must have strong leadership, administrative and time-management capabilities. The Director must present them self in a professional manner at all times.

Strengthening Families. Strengthening Community.

EDUCATION AND EXPERIENCE

- Bachelor's Degree in Social Work and/or equivalent work experience in social service related field
- Case management experience preferred
- Experience in volunteer management desirable
- Grant writing experience a plus

SKILLS

- Counseling skills: ability and experience in counseling clients in a social service setting
- Communication skills, both oral and written
- Planning and organizational skills: ability to handle multiple tasks simultaneously
- Interpersonal skills: ability to work effectively with a wide-range of people; ability to be empathetic to the issues our clients face
- Leadership skills: ability to make decisions and solve problems
- Computer literate and experience working with QuickBooks, Word, Access and Excel programs

WORKING HOURS

This is a part-time position with the possibility of full-time in the near future. Specific work hours are negotiable and flexible. Should be available to work evenings to facilitate the classes when necessary.

ADDITIONAL INFORMATION

For more information about Family Promise of Knoxville, please visit familypromiseknoxville.org

For more information about the national Family Promise program, please visit FamilyPromise.org.

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Resumes can be sent to jshoudy@familypromiseknoxville.org or faxed to (865) 584-7748

Family Promise of Knoxville is an Equal Opportunity Employer.