

FAMILY SUPPORT SERVICES DIRECTOR

JOB TITLE	Family Support Services Director
REPORTS TO (title)	Deputy Director
DEPARTMENT/REGION NAME	Statewide
FTE	1.0/Full Time
FLSA	Exempt
PAY GRADE	18

OFSN strives to create a team of engaged employees who represent diverse backgrounds, languages, points of view and experiences. We understand that achieving equity is a continuous process, and we work to maintain the highest standards of ethics, transparency, and accountability.

OFSN is a family run organization that values those who have direct experience raising a child with significant mental, behavioral health challenges. OFSN gives preference to hiring individuals who have this direct experience.

PRIMARY PURPOSE

The Family Support Services Director is an executive level position that reports to the Deputy Director and interacts with multiple constituents including: OFSN staff, funders, as well as systems and community partners. The Family Support Services Director thinks broadly and strategically and provides leadership that elevates the peer practice across the organization and aligns work with state and national workforce competencies. The Family Support Services Director provides oversight for the data intake and reporting of direct service work aligned with organizational contracts, grants and funding opportunities.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Family Support Practice (40%)

- Develop strategies that ensure quality services and supports for families are being met, and that OFSN staff are well supported.
- Provide leadership and development for new service delivery programs as well as expand existing programs including recommending policies and procedures that align with the mission of the organization.
- Provide leadership and sustainability plans that elevate regional managers capacity to supervise teams at the highest level of practice, consistency and alignment with organizational goals.

Data and Reporting (30%)

- Provide leadership and oversight for direct support data collection and reporting ensuring that the practice is aligned and responsive to contract deliverables, investment opportunities and organizational quality improvement.
- Identify and direct the correction of inconsistent data collection and reporting.
- Understand and guide data collection, analysis and reporting to ensure organization wide compliance and consistency.

Executive Leadership (30%)

- Train and support identified managers in budget development, expenditures and reconciliation.
- Participate in contract negotiations, grant writing and other funding strategies to increase capacity of programs and staffing.
- Participate as part of the executive leadership to develop and expand contracts and funding sources.
- Participate with other executive leadership members to develop strategies that ensure quality and consistency of practice across the organization.
- Structure and lead assigned team members to deliver outstanding programs and services that align with national standards and competencies.

OTHER DUTIES AND RESPONSIBILITIES

- Represent the organization at community events, conferences, professional associations, and other public venues.
- Participate in state, regional, and national organizations and help to develop best practices.
- Share in knowledge dissemination, reporting and communications.
- Identify best practices for family support services and support the development of the workforce.
- Other duties as assigned or needed by the organization.

QUALIFICATIONS

- A minimum of 3 years' experience as a regional manager, or a combination of this and work as a Family Support Specialist in Oregon.
- Must be able to meet all state requirements and be registered as a Traditional Health Worker with a worker type of Family Support Specialist within 6 months of hire.
- Requires experience working as a peer support to families raising a child with emotional, behavioral, mental health, developmental, or other health challenges.
- Have experience in the following areas: family support competencies and skills, peer coaching, Wraparound & Children's System of Care; familiarity with Oregon Statewide Wraparound Implementation as well as other family support models (i.e., Emergency Department Division (CATS), System Navigation, Support Group Facilitation, etc.)
- Advanced knowledge and experience in the implementation and supervision of family peer support staff.
- Demonstrated leadership skills, as well as ability to motivate others toward a common goal.
- Excellent written and verbal communication skills, and ability to present and work with diverse audiences, specifically racial, ethnic, gender expression, socioeconomic, education, spiritual and alternative cultural backgrounds.
- Must be able to pass preemployment requirements, which includes a criminal and abuse background check.
- Ability to represent complex and diverse issues in an articulate and compelling manner.
- Demonstrated ability to bring multiple views and perspectives together for common services, supports and outcomes.
- Must be able to work with multiple projects within tight timelines and deadlines.
- Demonstrate excellent organizational and time management skills.
- Proven ability to work independently and part of a team.

- Have reliable transportation, valid and current automobile insurance and an insurable good driving record, or access to reliable transportation.
- Knowledge and understanding of confidentiality standards according to HIPAA.
- Comprehensive knowledge of, or ability to use, Microsoft Office (such as Word, Excel, PowerPoint), database, electronic health record software, and virtual platforms (such as Zoom and Google Meets).

1. PHYSICAL DEMAND - Use the following to indicate the type, amount, and frequency of physical effort typically required to perform the essential functions of the job acceptably; including the work positions in which the effort is applied. Physical effort refers to manual effort and may include lifting, moving, pulling, pushing, carrying, manipulating, shoveling, etc.

A. The physical effort typically applied in this job includes (check all applicable boxes):

<input checked="" type="checkbox"/> Lifting	<input type="checkbox"/> Pulling	<input checked="" type="checkbox"/> Reaching	<input type="checkbox"/> Manipulating
<input checked="" type="checkbox"/> Carrying	<input type="checkbox"/> Pushing	<input type="checkbox"/> Shoveling	<input checked="" type="checkbox"/> Keying/typing
<input type="checkbox"/> Other (specify)			

B. Check the box that best reflects the amount of effort typically applied and the frequency of application (Note: Whereas the following chart refers to lifting, any equivalent effort may be substituted):

Amount of Effort Applied	% of Time Effort is Applied			
	Less than 15%	15% to 40%	40% to 70%	More than 70%
Less than 1lb.				X
Between 1 & 5 lbs.	X			
Between 5 & 25 lbs.	X			
Between 25 & 60 lbs.				
More than 60 lbs.				

C. The effort reflected in the above chart is typically applied in the following work positions (check those applicable):

<input checked="" type="checkbox"/> Sitting	<input checked="" type="checkbox"/> Standing	<input checked="" type="checkbox"/> Walking
<input type="checkbox"/> Stooping	<input checked="" type="checkbox"/> Bending	<input type="checkbox"/> Confined
<input type="checkbox"/> Other (specify)		

2. MENTAL OR VISUAL DEMAND - Check the statement below that best describes the degree of mental and/or visual fatigue typically sustained through the application of mind and eyes in performing the job (please edit statement as needed to fit job):

<input type="checkbox"/>	Occasional mental and/or visual attention; the operation performed is either close to being automatic or the duties require attention only at long intervals.
<input type="checkbox"/>	Frequent mental and/or visual attention; the flow of work is either intermittent or the operation involves waiting for a machine or process to complete a cycle with intermittent checking or inspection involved.
<input type="checkbox"/>	Continuous mental and/or visual attention; the work is either repetitive or diversified requiring constant alertness to monitor the production process and/or identify defects.
<input type="checkbox"/>	Concentrated mental and/or visual attention; the work involves performing complex tasks to very close accuracy and quality specifications; or a high degree of hand and eye coordination for sustained periods.
<input checked="" type="checkbox"/>	Intense and/or exacting mental and/or visual attention; the work involves visualizing, planning, laying out, or otherwise performing very involved and complex work.

3. WORKING CONDITIONS - Use the following to indicate the presence, relative amount of, and continuity of exposure to disagreeable elements typically found in the physical work surroundings.

A. Identify the kinds of disagreeable elements incumbent would typically be exposed to in the work area (check all applicable boxes):

<input type="checkbox"/> Dust	<input type="checkbox"/> Dirt	<input type="checkbox"/> Heat	<input type="checkbox"/> Cold
<input type="checkbox"/> Fumes	<input type="checkbox"/> Noise	<input type="checkbox"/> Vibration	<input type="checkbox"/> Water
<input type="checkbox"/> Other (specify)			

B. Check the statement below that best describes the physical surroundings or conditions under which the job is typically performed and the extent of exposure to the disagreeable elements noted above (please edit statement as needed to fit this particular job):

<input type="checkbox"/>	The job is typically performed under very comfortable working conditions; any disagreeable elements are generally absent during normal performance of job.
<input checked="" type="checkbox"/>	Work is typically performed under reasonably good working conditions; while exposure to any or all of the above elements may occur, such exposure is generally not present to the extent of being disagreeable.
<input type="checkbox"/>	The job is often performed under somewhat disagreeable working conditions; exposure to any or all of the above elements is likely, with at least one present to the extent of being disagreeable.
<input type="checkbox"/>	The job is continuously performed under disagreeable working conditions; exposure to any or all of the above elements is probable, with several being present to the extent of being objectionable.
<input type="checkbox"/>	Work is continuously performed under extremely disagreeable working conditions; exposure to many objectionable elements is both continuous and intensive.

4. ATTENDANCE - While all employees are expected to comply with company attendance standards, the nature of some positions may require different standards in order to fulfill the essential functions of the job. Indicate below if compliance with the general company attendance standards is acceptable, or if different standards apply (please be specific):

Compliance with general company standards.
 Must work in partner offices following an assigned schedule that includes both office and community-based work.
 Some weekend and evenings may be required.
 Travel across the state and some overnights required.
 Travel within the region is required. Occasional multi-state travel and overnight stays are required.
 May require remote work or virtual work and training delivery.
 Requires regular and reliable attendance.

5. SAFETY - While all employees are expected to comply with company attendance standards, specific practices as identified through job safety analysis (JSA) may be required. (JSA attached) Indicate below if compliance with the general company safety standards is acceptable, or if different standards apply (please be specific):

Compliance with general company standards.
 Additional safety precautions apply, including communicating status of location, adhering to safety protocols for community-based work and emergency situations.

6. EEO CLASSIFICATION - This section should be completed by the Human Resources Department. It classifies positions for specific state and federal reporting requirements.

<input checked="" type="checkbox"/> Executive/Senior Level Managers (1.1)	<input type="checkbox"/> First/Mid-Level Managers (1.2)	<input type="checkbox"/> Professional (2)	<input type="checkbox"/> Technician (3)
<input type="checkbox"/> Sales (4)	<input type="checkbox"/> Administrative Support Workers (5)	<input type="checkbox"/> Craft Worker (6)	<input type="checkbox"/> Operative (7)

Laborer (8)

Service Worker (9)

7. SIGNATURES & DATES - NOTE: Because jobs change, management reserves the right to add to or change the duties of the position at any time.

<i>Immediate Supervisor</i>	<i>Date:</i>	<i>Next Level of Management</i>	<i>Date:</i>
<i>Human Resources</i>	<i>Date:</i>	<i>Employee</i>	<i>Date:</i>