



Job Announcement

Posted: August 9, 2019

Support Services Director

Job Title & Code:	Support Services Director (Exempt)
Job Hours:	Full Time
Salary:	DOE
Benefits Offered:	Health, Dental, RX, Vision, FSA, Vacation, Sick, Holidays, 403B Plan

Position Summary

The Support Services Program Director is a member of the ACCESS senior management team, with direct responsibility for programs serving Veterans, low income families, senior citizens and people with disabilities. The position manages a team of twenty employees and oversees a budget of approximately six million.

The Support Services Program Director has responsibility for program development, staff supervision and training, contract management, budget development, fiscal oversight, and program operations for the Support Services Department. This position works under the general supervision of the Executive Director, who provides broad goals and objectives for the development of services and programs as they relate to the agency's mission and strategic plan.

Position Duties & Responsibilities

- Plan, assign, and direct the activities of the Support Service Department programs and projects; develop work plans, allocate resources and develop schedules to accomplish program goals; forecasts personnel and funding requirements; develop new programs/projects to respond to community needs.
- Develop and implement program policies, procedures and guidelines, within department and legal standards; review, interpret and clarify relevant statutes, regulations and department policies.
- Monitor and evaluate program effectiveness in meeting established objectives; develop quality assurance standards and implement review process; respond to client complaints and appeals of decisions made by subordinates.
- Directly supervise employees and carry out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.
- Responsible for or participates in preparing and updating budgets and grant proposals; manage budget/grant funds and authorize/review contract payments and program expenditures; develop proposals for additional funding and personnel; gather and compile data and prepare reports.
- Represent ACCESS to the general public in a variety of fashions, including but not limited to public speaking, media interviews, and outreach to various constituencies. Represent ACCESS on boards and committees in furtherance of program priorities. Provide story ideas and current program marketing information to appropriate staff and vendors on a regular basis.

Position Requirements

- Belief in ACCESS' mission to help people help themselves.
- Bachelor's degree with relevant emphasis in social services; or equivalent experience in social services may be substituted for the educational requirement.
- Minimum of 3 years experience in social services leadership, including program design and implementation, in addition to personnel management.



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- Documented experience in non- profit or government fiscal management including budgeting.
- Strong organizational and analytical skills.
- Excellent computer skills, including thorough knowledge of Microsoft Office 2007; particularly Word, Excel, and PowerPoint.
- Experience using databases as a tool for effective operations and knowledge management.
- Excellent verbal and written communication skills.
- Strong time management/prioritization skills and solid judgment with outstanding attention to detail and follow-up.
- Able to work independently in a deadline-driven environment.
- Valid Oregon Drivers license with record that is acceptable under ACCESS' insurance policies.

Preferred Qualifications

- Experience with OPUS & Service Point Software
- Experience providing oversight to Federally funded grants and contracts

Apply by Submitting Application, Cover Letter, & Resume To

ACCESS Attn: Human Resources; 3630 Aviation Way, Medford, OR 97504

OR Email hr@accesshelps.org

Visit www.accesshelps.org for more information