



**The Advocacy
Network on
Disabilities**

Formerly known as CCDH, Inc.

7990 SW 117 Avenue • Suite 135 • Miami, FL 33183 Tel 305.596.1160 • Fax 305.596.6196 advocacynetwork.org

POSITION TITLE: **DIRECTOR OF FAMILY DEVELOPMENT INITIATIVES**
STATUS: Exempt
REPORTS TO: Vice-President of Programs and Services
SUPERVISES: Intake Supervisor, Family Support and Care Coordinators, Parent Educators, Counselors, & Client Support Staff

POSITION SUMMARY: The Director of Family Services is responsible for the day-to-day implementation, operation, supervision, and oversight of all programs providing direct services to children with disabilities and their families, and to adults with developmental disabilities. Serves as a member of the Management Team.

PRIMARY AREAS OF RESPONSIBILITY

PROGRAMMING: Coordinate all programs and services according to agency policy, best professional practices, and funder requirements. Insures programs are delivered with fidelity, and using the principles of family directed care, and of inclusion.

STAFFING & SUPERVISION: Hire, train, coach, supervise, evaluate and promote professional growth and development particularly as it applies to effective engagement, assessment, service planning and delivery, and care coordination. Occurs both in the office and in the field.

PARTNERSHIPS: Develop, maintain, and nurture collaborations to increase and improve services to individuals with disabilities and their families.

DATA INTEGRITY & REPORTING: Monitor and insure timely and accurate data collection, documentation, and reporting to demonstrate program activities and outcomes.

COMMUNICATION: Promote appropriate, timely, and open communication between and among program staff, program partners, and others, always modeling People First language and respectful interactions.

CLIENT SATISFACTION: Implement and monitor both formal and informal methods to gauge satisfaction with services. Use information to inform change, when needed. Receive, investigate, and resolve client complaints.

COMMUNITY: Represent the agency with integrity, serving as the primary contact person for the programs supervised. Encourage and maintain professional interactions, especially as it relates to confidentiality (written, verbal, and electronic).

FISCAL: Assist in the development of program budgets and monitoring expenditures to ensure they are within budget guidelines, advising if any adjustments may be needed to optimize client outcomes.

QUALIFICATIONS: LCSW, LMHC, equivalent license or registered intern having passed the exam. Minimum of 5 years practice with progressive supervisory and management experience. Experience working with people with disabilities and their families, and knowledge of community resources, strongly preferred. Demonstrated commitment to advocacy, organizational mission, empowerment, and social justice a must.