

**Employee Job Description**

Crisis Services Director

**Department:**  Crisis Services

**Status:** Full-Time, Exempt

**Reports to:** Director of Operations

**Direct Reports:** Crisis Services Coordinator, Services Access Coordinator, Transitions Specialist

**Job Summary:**

The Crisis Services Director provides leadership and oversight to Friends of the Family crisis services programming in a manner that will ensure the highest level of participant services and accountability while empowering a positive work environment.

**What you will do:**

* Lead, manage, and hold people accountable.
* Ensure that everyone is truly following and adhering to the company’s core processes and operating system with consistency.
* Manage the day to day services provided by the crisis services program and ensure that the crisis services team is meeting the agency business plan.
* Conduct outreach over service area to ensure service providers and communities understand services and how to access services.
* Manage resources for the Crisis Services Department to ensure financial and human capital are used to best meet program goals.
* Provide pre-approval oversight for program expenditures related to participant needs and supportive services as requested by program staff. Submit pre-approval of expenditures to Executive Director for final approval.
* Clear out obstacles/barriers and lead the crisis services team in the right direction, so that they have the space and capacity to manage their work.
* Ensure all Federal and State regulations are followed and understood by all working in the program to meet compliance with grant duties.
* Conduct regular and on-going oversight of participant case files to ensure documentation of services and verification documents are on file according to funding sources regulations.
* Fanatical about making sure the team’s performance is high in the areas of Rocks, Scorecards, and To-Dos.
* Active member of leadership team: participate in developing program planning and operational budgets.

**How You Will Succeed:**

* People First- Everyone matters and you regard people's well-being and success as a priority.
* Do the Right Thing- Act with integrity and doing what is best for the greater or common good. It means making decisions that are not based on your own personal needs, that do not expand your popularity, or enforce your personal beliefs.
* Own Your Role- Be highly accountable and do the job you were hired for. If you're owning yours, you aren't worried about, preoccupied with, or diluting your attention to anyone else's. Owning your role means focusing on only what you can control and letting your teammates do the same.
* Embrace and Drive Change- We learn not to fear change but instead embrace it enthusiastically. It is even more important that we encourage and drive it. That keeps us in a healthy state of change readiness. Change is based around humbleness and an understanding that we can always grow and get better.
* Diversity, Equity, and Inclusion-Believe that diversity makes us all better and enjoy working with people of different backgrounds. Work to make all your teammates feel welcome and understand that we must provide equitable opportunities for all.
* Teamwork and Community Engagement- Rely on our work with others internally and externally to successfully meet the vision and mission of FOF. We can accomplish great things when we work collectively. Cheer for your teammates to succeed and uplift when things are tough. Don’t let others down.
* Understand, align with and practice under the following philosophies/models: Housing First Model, Trauma-Informed Care, Client-Centered Approach, Harm Reduction, and Low-Barrier Shelter.
* Believe in our 10-year vision to end homelessness and violence.
* Believe in our mission: To provide safe shelter, confidential services, and housing assistance to individuals in crisis due to homelessness, domestic violence, sexual assault, and human trafficking.
* Understand the 6 components of the Entrepreneurial Operating System (EOS).

**Job Qualifications and Competencies**

* Must demonstrate ability to organize, prioritize and plan work to meet deadlines.
* Ability to drive conflict and open conversation throughout the organization.
* Ensure confidentiality is in place for all people FOF serves.
* Bachelor’s Degree in human services, public administration, business leadership or comparable education and experience.
* Previous experience in the following preferred: victim services, homelessness, or EOS.
* Ability to travel throughout the FOF service area to provide in-person outreach services and to other locations within the state as necessary for training purposes.
* Ability to pass state, federal, and child abuse background checks.

**Employee Signature:**

I have reviewed and understand all the information contained in this job description and I am physically able to perform the duties.

I acknowledge that the contents of this job description are not to be construed, in part or in whole, as a guarantee of employment. I understand that Iowa is an at-will employer, and therefore, my employment is at the will of myself, the employee, and Friends of the Family.

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Signature Date