

THE SALVATION ARMY JOB DESCRIPTION

Job Code - Title:
Area Command
Social Services
Director

Employee Name:
TBD

Department:
Social Services

Location:
Central Oklahoma Area
Command

Job Family:
Social Services

FLSA:
Exempt - Executive

Reports to: Area
Commanders

Direct Reports: Residential Services Manager; Social Services Manager

Revision Date:
8/21/2019

Job Summary:

Leads the Social Service ministries of The Salvation Army in Central Oklahoma to ongoing improvement in doing the most good in cooperation the wider community aligned with our mission; plans, directs, coordinates, and monitors the day-to-day Social Service operations for The Salvation Army in Oklahoma County, including several Social Service Programs (such as Pathway of Hope, Shelter, Food Pantry, Feeding, Home Energy Aid; and Christmas assistance); guides Social Service operations in Cleveland and Canadian Counties, whose operations report to the leaders of the Norman Corps and the Canadian County Service Center; guides Social Service aspects of other programs of The Salvation Army such as Senior Centers, Transportation, and Boys and Girls Club; prepares for Social Service aspects of Emergency Disaster Services, exercises and conducts them as needed; develops, implements, and evaluates program operations and services; supervises all program staff and ensures work is in compliance with established policies and procedures as well as local, state, and federal regulations; researches and prepares grant proposals and secures program funding; prepares and monitors program expenditures in compliance with program budget.

Essential Functions:

This job description should not be interpreted as all inclusive. It is intended to identify the essential functions and requirements of this position. The incumbent may be requested to perform job-related responsibilities and tasks other than those stated in this job description.

Supervisory Responsibilities (30%)

Directs the selection, training and supervision of all staff responsible for performing the daily operational duties of the Social Services Departments in Oklahoma, Cleveland and Canadian Counties; instructs and trains employees in the proper methods and procedures for conducting work; monitors work for compliance with established program policies, procedures, standards and regulations; conducts performance evaluations and makes salary and hiring/firing recommendations.

Administers, leads, plans and supervises all areas of the Social Services Department, which results in fiscal stability, programmatic accountability and enhancement of the department and its areas of operations.

Meets with senior staff consistently regarding problems that arise that need to be addressed; monitors goals, outcomes and performance measures for all social service programs; notifies staff of program changes, additions and deletions; monitors budgets and monthly financial expenditure reports of all social service programs to ensure compliance with Salvation Army and funder guidelines.

Assists the Area Commanders in the preparation of the Social Services budgets; arranges for adequate interpretation of budget to appropriate Salvation Army officials; administers the Social Service programs of the Area Command within its budgetary provisions.

Program Development and Evaluation Responsibilities (20%)

Researches, plans, develops, coordinates, implements, and evaluates program services based on changing needs of clientele and the network of other community services; develops programs to assist in the stabilization of homeless individuals and families as well as to provide crisis intervention; conducts assessments to identify unmet needs, gaps in services, program's strengths and weaknesses and to specify program goals.

Directs the development, implementation, communication of comprehensive programs for the dissemination of information about and promotion of The Salvation Army.

Reviews, monitors, and interprets all functions of development for compliance and adherence to policies and procedures; develops, implements, and monitors additional policies and procedures for these operations and ensures compliance to the same which includes any legal requirements, standards, and regulations.

Maintains awareness of local, state, and federal regulations governing program operations and ensures compliance to the same including health, safety, and licensing regulations.

Maintains awareness of the changes and research in the field of social services, shelter programs and homeless issues and informs the Area Commander of pertinent issues

Represents The Salvation Army at various coalition, coordinating and planning groups in the area to promote Salvation Army programs and to organize with others to do the most good for people; attends workshops or seminars to keep abreast of current information and agency procedures and best practices;

Serves as advisor to the Area Commanders on Social Service matters in the country; keeps the Area Commanders and Community Advisory Organizations and Committees informed of agency programs so that there is adequate information to develop policy and provide for efficient administration of The Salvation Army services.

Prepares statistical, fiscal accounting, payroll, and other routine reports on a regular basis.

Management Oversight and Contract Compliance (20%)

Ensures compliance of federal, state, city and private donor grants and contracts. Meets and communicates with representatives of funders to report monthly, quarterly, and annual programmatic and fiscal performance measures as required. Maintain databases such as HMIS and enter outcomes reports into portals as required by funders.

Coordinate with DHQ and THQ to follow Salvation Army guidelines for the ongoing management of internal grant processes such as TSAMM, maintaining certificates of insurance, documenting agency audits and following up on any monitoring findings.

Attend trainings and seminars as required by funders of Salvation Army in all aspects of grant management and programmatic compliance such as Fair Housing, Housing First, Americans with Disabilities Act, and Violence Against Women Act.

Maintain community health and safety standards and training; Salvation Army residential standards for residents and staff in all facilities. Oversee inspections, evaluate compliance with Health Department and other regulators.

Fundraising Responsibilities (30%)

Researches and prepares grant proposals and cultivates funding sources; monitors program funds and expenditures ensuring compliance with program budgets; monitors grant restrictions and ensures that grant applications and grant renewal contracts are properly processed and executed through Salvation Army and funder guidelines. Work with Development Department on special events fundraising and promotional projects that cultivate donors, work with community collaboratives to leverage financial resources to supplement/match grant funding. Coordinate with Continuum of Care and local government to maximize available resources to meet community needs.

Other Responsibilities:

Provides leadership in the community and conducts speaking engagements to promote and answer questions about program services.

Works with the Area Command Volunteer Coordinator to effectively utilize volunteers.

Attends conferences and seminars for continued personal and professional development may be asked to attend Salvation Army Advisory Board and committee meetings.

Performs any duties necessary to allow for the continued functioning of the Shelter when other staff is absent or unavailable; serves on-call for emergencies and/or problems.

Performs other duties as assigned.

Materials and Equipment:

Personal Computer General Office Equipment

Knowledge, Skills and Abilities:

Knowledge of the principles and practices of personnel and business management. Knowledge of the procedures for applying for, securing and maintaining grant funding. Ability to present a positive and professional image of The Salvation Army.

Ability to supervise, lead, motivate, monitor and evaluate employees.

Ability to prepare and maintain reports in an accurate, complete and timely manner.

Ability to read and interpret policies/procedures, legal documents and requirements to ensure compliance.

Ability to work independently and with limited supervision.

Ability to build and maintain effective working relationships with Salvation Army officers, employees and the community.

Ability to administer a budget and monitor expenditures for compliance with the same.

Ability to render competent casework services, including analysis and evaluation of casework data, of psychosocial assessments, treatment goals, and planning out the treatment process and evaluation the course and results of the same.

MINIMUM QUALIFICATIONS REQUIRED:**Education and Experience:**

Master's degree in social work, Nonprofit Management, Public Administration/Public Policy, or Human Service;

and

Four years progressively responsible experience coordinating and supervising social services programs, with at least two years in a supervisory capacity.

Certifications:

Valid State Driver's License

Physical Requirements:

Ability to meet attendance requirements.

Ability to read, write and communicate the English language effectively. Ability to speak before small and large groups of people.

Ability to travel to various locations in order to participate in public meetings, conferences, etc. Ability to work under the pressure of deadlines and time constraints.

Ability to establish goals and objectives and monitor their effective implementation. Ability to apply discretion and independent judgment and exercise confidentiality.
Ability and willingness to conduct all duties in accordance with the ministry of the organization and its Christian principles; conducts all communications and job duties with the highest level of professionalism.

Duties are usually performed seated. Sitting may be relieved by brief or occasional periods of standing or walking.

Limited amount of physical effort required associated with walking, standing, lifting and carrying light objects (less than 25 lbs.) frequently.

Working Conditions:

Work may be performed in an office environment where there are little or no physical discomforts associated with changes in weather or discomforts associated with noise, dust, dirt, and the like but not limited to the office environment.

Statement of Purpose:

This document provides descriptive information about the above Salvation Army position. Work actually performed by incumbents in this position may vary. Although this document may be used for recruiting, staffing, or career planning, the information contained herein should only be used as a guideline or recommendation for the content of and qualifications for this position. An individual's ability to meet the qualifications and capabilities described in this document is not a guarantee of employment or promotion. The Salvation Army reserves the right to make changes to this document as deemed necessary without providing advance written notice.

All employees recognize that The Salvation Army is a church and agree that they will do nothing as an employee of The Salvation Army to undermine its religious mission.

Your signature below indicates that you have read and understand the job description and agree to perform the duties as assigned.

Employee Signature

Date

To apply for this position

Please visit the Salvation Army employment opportunities web page at <https://salvationarmyokcac.org/job-postings/>. For more information please contact Human Resources Manager, William Lankes, William.Lankes@uss.salvationarmy.org or call (405) 246-1087.