



## Job Posting: Program Director

Make a real impact and join our team! Help end extreme poverty. Come work as an Emergency Assistance Advocate with us!

Kennett Area Community Service (KACS) is the premier agency in southern Chester County providing essential, life-sustaining services. KACS, home of the Kennett Food Cupboard has been serving the community of southern Chester County with food, shelter, emergency assistance, crisis services, and facilitating Getting Ahead workshops based on the Bridges Out of Poverty model for almost 70 years.

The Program Director is a full-time position that is responsible for all aspects of emergency assistance programs and crisis services at KACS including management of staff, effective fiscal management of the program budget and collaborating with partner agencies and key funding sources to ensure that KACS programs are delivered on time, within budget, and according to quality standards.

### **Salary Range:**

\$58,000-\$63,000 and a signing bonus

### **DUTIES AND RESPONSIBILITIES:**

- Manage all aspects of daily operations of Emergency Assistance program services including but not limited to meeting budgetary guidelines.
- Work cooperatively with KACS leadership to meet overall KACS objectives.
- Provide direct supervision of Emergency Assistance program services.
- Ensure appropriate care for participants.
- Provide program services that focus on the Bridges Out of Poverty constructs and maintain KACS values.
- Ensure and advocate for resource opportunities for participant's utilizing the best practice of progressive engagement.
- Use knowledge of regulations to educate staff to ensure full compliance of KACS priorities, industry standards and funder requirements, including but not limited to financial aid recommendations, participants care and staff training.
- Oversee implementation of all regulations and procedures regarding record keeping for consumers including accuracy and compliance of all documentation
- Work with KACS leadership in development of and lead the implementation of new programs.
- Develop and nurture relationships with external contacts as part of a collective impact model for meaningful collaboration, problem resolution, client care services, program operation, agency donations, etc.
- Monitor methods of ongoing quality assurance regarding compliance with all licensures, certification, KACS policies and procedures and other standards as applicable
- Supervise, and when appropriate, perform crisis intervention using agency- trained protocols.
- Provide incident management as needed including but not limited to identifying incident as reportable, documenting incident, investigating incidents as appropriate and providing follow-up through to conclusion.



**STAFF SUPERVISION:**

- Supervise and ensure appropriate in-service and training to all emergency assistance program staff.
- Ensure completion of personnel files regarding required training, disciplinary actions, commendations, evaluations, and any other pertinent information.
- Oversee individual program staff timekeeping and payroll activities.
- Ensure all safety policies and procedures are followed and enforced.
- Provide consistent and regular individual feedback to staff, to communicate any changes in policy or procedure, encourage feedback to improve services and address performance concerns.
- Evaluate staff in accordance with agency procedures.
- Create and implement performance improvement plans as necessary.

**EDUCATION/EXPERIENCE/SKILLS REQUIREMENTS:**

- One of the following combinations of education and experience:
  - Bachelor's degree from an accredited college or university AND 5 years of experience working with housing programs.
  - Master's Degree from an accredited college or university AND 1 year experience working with housing programs.
- Must have current valid driver's license in state of residence, (3) years driving experience in the United States and acceptable driving record.
- Two years supervisory experience.
- Knowledge and experience in program design including assessment, development, and implementation of individual service plans.
- Working knowledge of fiscal management.
- The ability to modify working hours as needed.
- Knowledge of program regulations, particularly HUD housing requirements.
- Demonstrated ability to work effectively as part of a team and to lead a team.
- Must be able to perform CPR and crisis intervention techniques using agency- trained protocols.
- Must possess excellent customer interaction, collaboration, presentation, and written and verbal communication skills .
- Demonstrated intermediate experience with Microsoft Office applications, including Word, Excel, and Outlook.
- Demonstrated ability to independently solve problems in a creative manner.
- Familiarity with electronic client records and/or HMIS.



**Bachelors Degree in Social Work is REQUIRED as is bilingual, fluent English/Spanish.** Prior experience working with families and individuals in housing crisis is strongly preferred. Excellent communication and interpersonal skills required as well as the ability to work with a diverse population.

KACS offers the following benefits for full-time employees:

- Health Insurance Plan
- Dental Insurance Plan
- Employee Assistance Plan
- \$20,000 Life Insurance Plan
- SIMPLE IRA Retirement Plan (KACS matches up to 3%)
- Partial Cell Phone Reimbursement
- Generous paid time off, along with 12 paid holidays

***To apply, please email the materials listed below to Shannon Waterkotte, [shannon@KACSImpact.org](mailto:shannon@KACSImpact.org)***

1. Resume
2. Cover Letter
3. Diversity Statement
4. Professional References (3)

**Deadline: August 25, 2023**