



Position Title: Director of Family Support Services – Lincoln

Department: Programs

FLSA Status: Full-time, Exempt

Location: Lincoln, Nebraska

Reports to: Executive Director

Date Created: October 2024

God has called us to *build up* the *Body of Christ* in southern Nebraska through the spiritual and corporal works of mercy. We are called to *grow* in holiness, *walk* in trust, *serve* with integrity, and *faithfully* proclaim the Gospel.

Position Summary: The Director of Family Support Services will lead, supervise, and support the Family Support Services team in Lincoln and will provide compassionate direct client service.

Essential Functions:

- Lead, supervise, and support the team and activities of the Family Support Services Program (FSS), which includes financial assistance, furniture and vehicle donations, food market and meal services, Catholic school food market, community garden, and all front desk services.
- Contribute to the development, direction, and implementation of new and seasonal programs such as Easter, Thanksgiving, and Christmas programs, homeless and street outreach, Apostolate to the Incarcerated, et al.
- Effectively manage revenue and expenses within the FSS budget, leveraging innovative strategies to achieve maximum quality impact.
- Represent Catholic Social Services (CSS) and its mission within the Lincoln community by attending networking events, serving on committees that impact our clients, and speaking at local events with the goal of sharing our programs and services with others.
- Collaborate with the Marketing & Development team to promote client-centered programs and events, such as creating, printing, and distributing flyers, capturing photos and narratives of CSS clients, keeping external communications current, supporting grant applications and reports, and occasionally meeting with donors to share the mission and vision of the FSS Program.
- Support the Marketing & Development team with volunteer recruitment and retention by providing onboarding, training, and ongoing support to current and future FSS volunteers.
- Ensure that direct reports within the FSS Program are supported by stepping in frequently to assist with direct client services, this includes learning and mastering the roles and responsibilities of each program and service that are offered.
- Actively contribute as a member of the CSS Leadership team to foster and enhance the agency culture at CSS.
- Implement and if necessary establish, FSS policies and procedures.
- Document and perform data entry and reporting via Clarity, a state-wide database system that records all client services, as needed.
- Submit internal monthly, quarterly, and annual reports as requested.
- Represent, communicate, and integrate authentic Catholic social teaching in the presentation of the mission of CSS.
- All other duties as assigned.

Subject to the Constitution of the United States and all applicable state and federal laws, CSS does not discriminate in its employment practices or in the administration and dissemination of its programs and services.

Preferred Competencies:

- Communication; written and verbal
- Leadership
- Cooperation
- Teamwork
- Problem Solving
- Ethical
- Organizational Support
- Safety and Security

Qualifications:

A degree in social work, psychology or similar field is preferred. Three or more years of experience serving the poor and vulnerable or other at-risk populations. Must have previous supervisory and leadership experience. Must be knowledgeable about the Catholic Church and support its moral and religious teachings.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to stand, walk, use hands to handle or feel, reach with hands or arms, climb or balance, talk or hear. The employee must regularly lift and/or move up to 50 pounds.

Working Environment:

While performing the duties of this job, the employee is primarily indoor working conditions. The noise level in the work environment is usually moderate.