



## Outreach Program Director

### **GENERAL JOB DESCRIPTION:**

Responsible for the development and coordination of Successful Living's Outreach Program. Primary intra-agency liaison for the Outreach Program. Emissary for communicating agency goals and directives to Outreach staff and leads department integration and reconciliation efforts of agency and program objectives. Supervises all Outreach staff; directly supervises and oversees workflow of Outreach Coordinators, including delegating and assigning tasks. Serves as primary contact for prospective outreach clients to the Successful Living Outreach Program and guides them through the initial stages of programming. Interviews candidates for staff positions within the Outreach Program. Works with Director of Programs/HR in Outreach Counselor hiring decisions. Trains new staff, including intern and practicum students.

Actively works with Director of Programs/HR in seeking out opportunities to recruit intern and practicum student participation at Successful Living from area colleges. Collaborates with agency staff to match students with appropriate practicum areas within the agency. Provides direct supervision of students completing internships and practicums with Successful Living's Outreach Program or maintains regular contact with their supervisor(s).

The Outreach Program Director shall report to the Director of Programs/HR.

### **DUTIES AND RESPONSIBILITIES:**

Directly supervise Outreach Coordinators and students in completion, timeliness and accuracy of required paperwork and meeting minimum duty requirements. Meet with staff and students on a regular basis in order to ensure training and performance meets or exceeds Chapter 24 and Successful Living guidelines. Conduct and oversee prospective client recruitment and enrollment in the Outreach Program. Ensure a quality learning experience for Practicum Program students and mediate any issues which arise. Review project/assignment progress and counselor performance with Outreach Coordinators on a weekly basis. Approve/negotiate/deny staff time off and relay to appropriate staff, and Director of Programs/HR.

- 2 Directing the growth and development of the Outreach Program by ensuring maintenance of quality programming, a minimum of client contacts by staff, students supervised, and efficiency of operations, including but not limited to:
  - a) Setting annual program goals.
  - b) Maintaining and growing outreach clientele, including working with Intake Coordinator to ensure referred clients are viable for Outreach Program.
  - c) Maintaining staffing at levels necessary to support departmental growth. Communicating staffing needs with the Director of Programs/HR.
  - d) Conferencing with Outreach Coordinators regularly on development and implementation of goal plans and tracking progress.
  - e) Promote the Successful Living Outreach program to attract high quality staff applicants, client referrals and positive standing with partner agencies.

- f) Proactively work with internal departments towards collaborative efforts and mutual support of agency programming.
  - g) Coordinate the training of the Outreach staff
  - h) Being accountable for the financial progress of the Outreach Program with the goal to have the department operating at a minimum of break-even/net-zero.
- 2 Directing the growth, development, and maintenance of the Internship Program, with Director of Programs, by developing programmatic guidelines and processes, including but not limited to:
- a) Setting annual program goals.
  - b) Mentoring and supervising students.
  - c) Collaborating with agency staff to place students in appropriate agency program areas; and
  - d) Networking with area schools to recruit student participants and maintain working knowledge of academic parameters for field education.
- 2 Guide prospective clients through the enrollment process for the Outreach Program, including but not limited to:
- a) Fielding referrals from partner agencies.
  - b) Communicating with case managers to gather background information, secure funding, and schedule initial Service Planning Intakes.
  - c) Working with clients to provide information on agency services and develop initial goals.
  - d) Ensuring timely entry of required documentation in appropriate agency databases of updated client information and initial client goals; and
  - e) Providing new client briefs/summaries to counselors and coordinators.
- 2 Interview, train and develop Outreach staff and students.
- 2 Formulate and implement program initiatives.
- 2 Develop agendas and lead weekly Coordinator Meetings and semi-monthly Outreach Team Meetings.
- 2 Attend and contribute to weekly Leadership Team meetings.
- 2 Assure staff adherence to deadline completion and maintenance of computer and paper files relevant to client billings and any other documentation necessary for compliance with funding sources, agency, and Chapter 24 guidelines. Assist staff in reviewing and organizing paperwork as needed.
- 2 Provide guidance and representation to staff in order to advance the mission of Successful Living. Maintain a level of availability throughout the work week in order to serve as a key contact for staff solicitations, issues, and support.
- 2 Assure agency meets all State, County, and Federal rules and regulations, including Chapter 24, Habilitation, SCL and Successful Living policies by completing audits, recommending policies or by other means suitable to accomplish these requirements. Collaborate with Quality Assurance Coordinator to service this goal through ongoing support and task fulfillment as needed.
- 2 Collaborate with agency staff to facilitate and assure the functioning and goals of Successful Living programs and to advance agency interests and growth:
- a) Serve on standing and ad hoc subcommittees.
  - b) Monitor and address professional development needs of staff.
  - c) Provide input to aid in formulating ideas, processes, progression toward agency goals as needed.
- 2 Complete regular file audits and per Quality Assurance Coordinator requests as necessary to ensure compliance with all regulatory agencies.

- 2 Maintain regular 1:1 supervision meetings with each Outreach Coordinator and Senior Outreach Counselor.
- 2 Maintain regular 1:1 meetings with Director of Programs/HR.
- 2 Attend Leadership Team, Outreach Staff, and Team meetings weekly or as scheduled.
- 2 Develop and recommend to the Director of Programs, long-term agency, programmatic, and personal goals. Develop tools or programs to assist in the evaluation and/or function of the agency.
- 2 Responsible for conducting all business of Successful Living in a manner which serves to promote its foundation for effective operations.
- 2 Adhere to and uphold the values and mission of Successful Living, including treating all clients and co-workers with dignity and respect while promoting a positive culture.
- 2 Represent and promote Successful Living in the community through positive interaction and collaboration with funders and other appropriate agencies, and by participation in appropriate groups or committees.
- 2 Perform other duties as assigned.
- 2 Shall be evaluated by the Director of Programs at 90 days and annually thereafter.

**PRIMARY CUSTOMERS:**

Clients  
 Collateral Service Providers  
 College and University Field Education Programs  
 Fellow Staff  
 Funders

**STAFF PERSONS SUPERVISED:**

Primary/Direct Supervisees: Outreach Coordinators; Internship students.

**EDUCATION, TRAINING AND EXPERIENCE:**

- 1. Bachelor's degree in the Human Service field; master's degree in human services, counseling, or social work preferred.
- 2. 2+ years' experience working with low-income, high need people. Experience working in a social service agency setting desired. Supervisory, departmental/programmatic administration experience desired.
- 3. Additional experience may be used in lieu of MSW/MA/BA degree.
- 4. Pass dependent adult/child abuse and criminal background check.
- 5. Previous program management greatly preferred.
- 6. Previous supervisory experience greatly preferred.

**Licensures and Certifications:**

Valid Driver's License and insurable with Successful Living's insurance to allow transport of clients.  
Dependent Adult Abuse certification within six (6) months of hire.

**WAGE/SALARY:** Salaried/Exempt.

Starting Salary: Negotiable based on experience. Eligible for full-time employee benefits.

**EMPLOYEE AGREEMENT:**

I have received a copy of the Outreach Director job description and I agree to comply with the description while I am employed at Successful Living. I am able to perform the duties as listed without accommodation. I agree to provide 30 days' notice if I choose to leave this position or my employment with Successful Living

Employee: \_\_\_\_\_ Date: \_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Signature

Director of Programs \_\_\_\_\_ Date: \_\_\_\_\_

\_\_\_\_\_  
Signature

*We are an equal opportunity employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity or expression, pregnancy, age, national origin, disability status, genetic information, protected veteran status, or any other characteristic protected by law.*