

## Job Description

**Job Title:** Regional Director of Social Services - Lincoln

**Department:** Social Services

**Supervisor:** Executive Director

**Compensation:** Commensurate with experience

**Location:** Lincoln, Nebraska with supervisory duties east-central Diocese of Lincoln; Occasional travel required

**Prepared Date:** 12/05/18

### Summary

Catholic Social Services of Southern Nebraska seeks a compassionate, dynamic, and inspirational leader for the position of Regional Director of Social Services - Lincoln. This person will lead and manage our social services operation in the greater Lincoln area that assists, accompanies, and effects social change and the betterment of individuals, families, and the common good. Direct supervisory skills, creative problem solving skills, high character, bold vision, and intrinsic motivation are a must. The Regional Director should have tremendous networking skills and a love for the dignity of every human person to effectively communicate and represent our Catholic values throughout southern Nebraska.

**Essential Duties and Responsibilities** include the following. Other duties may be assigned.

- Manage the performance, budget, and expected outcomes of:
  - Shelter homes for women fleeing domestic abuse
  - Immigration and refugee services
  - Homeless outreach
  - Food pantries, sandwich program, car program, and other in-kind assistance
  - Emergency assistance and disaster services
  - Other social service-related entities
- Represent, communicate, and integrate authentic Catholic social teaching in the provision of social service programming
- Develop existing and new projects
- Evaluate and maintain sustainability of social service programs
- Explore funding opportunities and lead grant writing
- Provide presentations/education to community and parishes regarding social service programs
- Monitor and develop systems for excellent client service

## **Supervisory Responsibilities**

Manage two subordinate supervisors who supervise a total of five employees in the Immigration and Refugee Services Program and St. Gianna Women's Homes Program. This position is responsible for the overall direction, coordination, and evaluation of these programs. Also directly supervises two non-supervisory employees. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Must be knowledgeable regarding Catholic teachings and be able to support and guide staff in their work with the vulnerable in a way that is consistent with those teachings. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

## **Competencies**

To perform the job successfully, an individual should demonstrate the following competencies:

- Job Knowledge - Keeps abreast of current social service developments; uses resources effectively. Able to articulate and defend Catholic social teaching especially regarding the dignity of the human person.
- Problem Solving - Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics.
- Project Management - Develops project plans; coordinates projects; communicates changes and progress; completes projects on time and budget; manages project team activities.
- Client Service - Manages difficult or emotional client situations; responds promptly to client needs; solicits client feedback to improve service; responds to requests for service and assistance; meets commitments.
- Communications - Expresses ideas and thoughts verbally; expresses ideas and thoughts in written form; exhibits good listening and comprehension; keeps others adequately informed; selects and uses appropriate communication methods.
- Cooperation - Establishes and maintains effective relations especially with other social service agencies and diocesan entities; exhibits tact and consideration; offers assistance and support to co-workers; works cooperatively in group situations; works actively to resolve conflicts.
- Leadership - Exhibits confidence in self and others; inspires and motivates others to perform well; effectively influences actions and opinions of others; accepts feedback from others; gives appropriate recognition to others.

- Visionary Leadership - Displays passion and optimism; inspires respect and trust; mobilizes others to fulfill the vision; provides vision and inspiration to peers and subordinates.
- Ethics - Works with integrity and principles; upholds organizational values.

### **Qualifications**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Education and/or Experience: Bachelor's degree from four-year college or university preferably in social work, non-profit management, or business administration; or one to two years related experience and/or training; or equivalent combination of education and experience.
- Catholic Teaching: Because certain duties of this lay position are ministerial in nature, the recognition and support of and adherence to the moral and religious teachings of the Roman Catholic Church are essential functions of this position.
- Language Skills: Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, and the general public. The ability to understand and to make one's self understood to Spanish speaking individuals is preferred.
- Reasoning Ability: Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Software Expertise: Standard proficiency in windows-based programs including Microsoft Office products, internet, Google business suite.
- Physical Demands: The employee must frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds.
- Driving: Valid driver's license, proof of liability insurance and ability to drive for organization business