



## JOB DESCRIPTION

<b>Job Title:</b> Director of Life Services	<b>Department:</b> Life Services
<b>Reports to:</b> Executive Director	<b>Job status:</b> Exempt

### JOB SUMMARY

The Director of Life Services is responsible for coordinating all life services programming across all HopeWorks service areas. The Director will establish life support services in the areas of Faith Mentors, Transitional Housing, Volunteers, Worship, Meals, Alcohol and Drug Abuse, Financial Literacy, and referrals to outside agencies that can be tailored to serve all clients at HopeWorks. The Director of Life Services is responsible for building a strong and responsive team that will be accountable for program goals. The Director will be responsible for creating a means by which all HopeWorks clients have easy access to life services that support their individual needs.

The Director is responsible for scheduling, budget preparation, fiscal management, supervision and staff development, record keeping, and reporting to funding agencies as needed. The Director will work to identify Life Services to create pathways and remove barriers to walk with clients toward sustainable employment. The Director will maintain appropriate records and statistical data related to HopeWorks clients, providing data reports each month and annually.

The Director is a member of HopeWorks leadership team and serves as a strategic partner in planning and implementing the future vision for the HopeWorks mission of providing hope in Jesus Christ and opportunities for sustainable work through education and lifelong services. The Director must be both a hands-on worker and an excellent manager. The Director must have the ability to strategically create plans to meet goals and objectives and work with other HopeWorks programs to move clients participating in Education, Transitional Housing, Life Services and Workforce toward sustainable job placement options.

The Director of Life Services should model HopeWorks values and ethics central to the HopeWorks mission of "Hope in Christ". To be effective in this position, one must be caring, empathetic, conscientious, confidential, culturally-sensitive, and client-centered. This individual should adhere to professional standards as outlined by rules and regulations governing their profession.

### Daily Functions and Responsibilities

#### General Operations

- Work internally across all HopeWorks programs, tailoring life service offerings to meet the specific needs of each client group.
- Manage and direct operations for Transitional Housing employees and day-to-day services including interventions and shuttle services.
- Create an environment that encourages and builds high staff morale and accountability.
- Work externally to create awareness and understanding of HopeWorks clients and services within the community, creating partnerships and curating a referral list of services not offered by HopeWorks.
- Assess group and individual needs of clients to create necessary services.

- Direct all outreach to target populations. Manage and build relationships with a variety of stakeholders and partners, including businesses and other community organizations.
- Review and evaluate delivery of services on an on-going basis. Direct all changes to improve service delivery and ensure program goals are being met.
- Serve in the role of representative, advocate or community advisor on local, state and federal advisory boards.
- Other duties as requested.

**Data and Reporting Management**

- Ensure client records and files are maintained.
- Ensure all funding agency reports are submitted on time.
- Ensure all funding agency policies and procedures are enforced and followed.
- Manage program budgets and fiscal controls, following funding agency guidelines.
- Collaborate with all HopeWorks departments regarding grant proposals and fundraising opportunities.
- Define, measure, and evaluate program performance data to support the HopeWorks Strategic Plan.
- Work with external agencies to track data and provide data as requested.

**Staff Development**

- Create continuous, measured improvement based on performance data.
- Train, supervise and motivate direct reports to engage in appropriate performance management activities. Manage opportunities for employee Personal Development Plans.
- Evaluate staff performance and identify areas of training needed. Collaborate with internal departments and external agencies to facilitate training.
- Ensure use of Leadr software in staff development, increasing user metrics and documented use in goal setting, key performance indicators, ongoing evaluation of employee performance and support of the HopeWorks strategic plan.

**EDUCATION & RELATED WORK EXPERIENCE**

**Education Level**

Bachelor’s degree required.  
Master’s degree preferred.

**Years Related Work Experience:**

Five (5) years’ experience working in social services, program building and internal and external team building. Experience providing staff training and building community support

REQUIRED SKILLS AND KNOWLEDGE		
	REQUIRED	PREFERRED
Strong Leadership Skills	X	
Experience working with a team to achieve outcomes	X	
A strong command of computer skills (G-Suite, Google Classroom, ZOOM, MS Word, Excel, and PowerPoint) is required	X	
Meticulous attention to recording and reporting accurate records/ data	X	
A strong, proven ability to analyze data and convert findings for reports	X	
Strong organizational and time management skills	X	
Excellent demonstrated written and verbal skills, reports and presentation creation in power point or related software.	X	
Able to travel to satellite locations including correctional facilities.	X	
Ability to work with staff across multiple departments	X	
Excellent interpersonal skills demonstrating an ability to establish a positive relationship with staff, community volunteers, donors, etc.	X	
Demonstrated ability to meet deadlines	X	
Ability to work with budgets and create spreadsheets	X	
Demonstrated ability to work under pressure	X	
Must be able to answer multiple demands from multiple directions simultaneously in a strength-based manner.	X	
Able to prioritize matters of significance, and make decisions accordingly	X	
Deals with confidential information on a daily basis and must respect the nature of the data.	X	

WORK ENVIRONMENT/PHYSICAL REQUIREMENTS
Able to Remain in a stationary position, often standing or sitting for prolonged periods. Able to work with distracting noise levels, such as from students and office equipment. Willing to work inside one or more correctional facilities.

The above statements reflect the general duties, responsibilities and competencies considered necessary to perform the essential duties & responsibilities of the job and should not be considered as a detailed description of all the work requirements of the position. HopeWorks may change the specific job duties with or without prior notice based on the needs of the organization.

**ACKNOWLEDGEMENTS**

Creation Date: 08/01/2024

Revision Date: 11/22/2024

**Supervisor:** I have approved this job description and reviewed it with my employee.

Signature:

Date:

**Employee:**

**Name (Print)** \_\_\_\_\_

I have reviewed this job description with my supervisor and acknowledge receipt.

Signature:

Date:

**Human Resources:**

Signature:

Date: