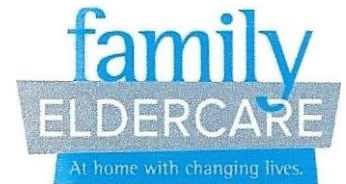


FAMILY ELDERCARE

Senior Director Well-Being



Job Description

Job title: Senior Director of Well-Being	Reports to: Chief Executive Officer
Program: Supportive Services	Work Location: Hybrid remote/Rutherford Office
Position Status - Full-time FLSA Classification - Exempt	Salary Start Range: \$89,183 \$113,699

Position Summary:

The Senior Director of Well Being oversees and directs the operations of the Well Being Department which includes the In-Home Counseling program, Rainbow Connections ATX, and Healthy Connections/Lifetime Connections Without Walls. This position is responsible for ensuring that the department's programs and services are effectively delivered to meet the needs of clients and align with the organization's mission. The Senior Director develops and monitors contract outputs, outcomes, and performance measures, ensuring compliance and accountability. They also create and implement strategic plan goals aligned with the strategic plan, manage budgets, and maintain financial sustainability within the department. The Senior Director ensures that all programs operate within the established budget, maintaining financial sustainability while delivering high-quality services. This position requires strong leadership, ability to develop and implement strategic initiatives, and a commitment to enhancing the well-being of the communities served.

Essential Duties and Responsibilities:

- Drive development, implementation, and modification of program processes and procedures.
- Provide direct supervision of program leadership staff, supporting managers with hiring, evaluations, and performance improvement plans as needed.
- Develop annual program budgets; monitor revenue and expenses.
- Participate in weekly Executive Team or Leadership Team.
- Actively explore program funding opportunities.
- Respond to internal and external-program audits, correct deficiencies, and improve subsequent audit results.
- Identify staff knowledge and skills necessary to carry out program responsibilities and ensure staff are provided with training opportunities to enhance and improve staff performance.
- Evaluate performance of direct reports, providing timely and meaningful feedback with development goals designed to stretch potential.
- Interview, select, and retain new employees filling vacancies.
- Promote Family Eldercare's expertise by participating in community events and relevant professional organizations.
- Perform special projects as assigned.

Education and Experience:

- Master's degree in Human Services, Health Profession, or related field OR Bachelor's degree 7 years social services experience.
- Five (5) years' social services experience with aging and/or disabled individuals, 7+ in community nonprofit environment, 3 years' experience working with marginalized populations including LGBTQIA+.
- Five (5) years of supervisory experience with strong leadership competence.
- Experience in non-profit program management.
- Experience developing policies, procedures, and implementing strategies to accomplish goals.
- Experience with contract compliance and quality assurance activities.
- Knowledge of Medicare/Medicaid/private insurance; HIPAA compliance; concepts of healthy aging/promotion of health and well-being within the field of aging and disability services.
- Proficient in Microsoft Office software applications and Outlook features.
- Must be able to meet minimum standards for a criminal background check.

Competencies and Skills:

- Commitment to Family Eldercare's mission, vision, values, and programs.
- Ability to lead, mentor, and supervise staff.
- Cultivate and maintain effective working relationships and foster a collaborative work environment.
- Strategic, solutions-focused, and critical thinking.
- Respect for diversity and inclusion.
- Uncompromising adherence to ethical principles.
- Knowledge of community services, resources, and entitlements and how to access them.
- Ability to advocate for client's best interest.
- Ability to maintain accurate and timely program records that meet legal and financial guidelines.
- Ability to work independently, organize work efficiently, prioritize response to changing needs of clients.
- Ability to conduct productive interviews, develop evaluations, and provide performance coaching.
- Ability to develop productive relationships with clients, staff, and volunteers.
- Ability to keep accurate and organized records.
- Ability to interact in a positive manner in person and on the phone.
- Ability to articulate clearly in both verbal and written communications.
- Ability to make constructive use of professional supervision.

Working Conditions/Physical Requirements:

This position operates in an office environment or home office environment. Standard office equipment such as computers, phones, and photocopiers will be routinely used. Ability to drive to external locations for company business as needed.

- Ability to spend a significant amount of time on a computer and phone.
- Work occurs in both office settings and off site, conducting duties related to Well Being Dept.
- Off-site visits may include clients' homes, residential communities, facilities, community events. Requires a significant amount of face-to-face interaction and phone contact with program staff and outside professionals.
- Ability to safely and successfully perform essential job functions consistent with the ADA, FMLA and other federal, state and local standards, including meeting qualitative and/or quantitative productivity standards.
- Ability to maintain regular, punctual attendance consistent with the ADA, FMLA and other federal, state and local standards
- Must be able to lift and carry up to 15 lbs.

Acknowledgment and Review:

By signing this job description, I acknowledge that I meet the qualifications, and am able to perform all job functions, duties, and responsibilities with or without reasonable accommodations. I further understand that I am responsible for promptly and effectively communicating in writing to the Company any need for accommodation. I acknowledge that I have read, understand, and may receive a copy of this Job Description. I further understand that Family Eldercare reserves the right to modify any Company policies, procedures, and processes based on organizational needs.

Print Employee Name: _____

Employee signature: _____

Date: _____