

JOB DESCRIPTION

TITLE: Bridges Director

DEPARTMENT: Community Services Service Area

IMMEDIATE SUPERVISOR: Vice President, Community Services

STATUS: X Exempt ___ Salaried Non-Exempt ___ Non Exempt

DATE CREATED: October 2010

DATE REVISED: August 2014

JOB SUMMARY:

The purpose of Bridges (a place-based strategy) is to enhance the community & parental capacity that will support improved child outcomes in targeted geographical areas in Palm Beach County. Specifically, Bridges sites partner with local stakeholders to develop a coordinated and integrated, local system of care that is community-based and focused on increasing healthy births, decreasing child abuse and neglect, increasing kindergarten readiness and increasing students reading on grade level by 3rd grade. The Director is responsible for the day to day coordination and management of the Bridges site and its staff in regards to supervision and development. S/he oversees the planning, implementation and evaluation of the Bridges' key functions and core components. S/he is directly responsible for leading the partnership engagement efforts that can yield local community collaborative impact.

MINIMUM QUALIFICATIONS:

- Bachelors' degree required; Master's degree preferred.
- Bi-lingual preferred.
- Minimum of three (3) years experience in management
- Minimum of three (3) years' experience in supervisory position
- Flexible schedule to include evening hours until 8:30 p.m. and Saturdays
- Ability to maintain effective working relationships with staff
- Ability to communicate effectively, both orally and in writing.
- Competent level of computer skills in the Microsoft Office suite, specifically Word and Excel, as well as usage of the internet and e-mail.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

- Ability to oversee the planning, implementation and evaluation of the program
- Possesses superior organizational and time management skills
- Demonstrates high functioning coordination skills
- Ability to implement adaptive change with innovation
- Ability to communicate successfully with all 'stakeholders' in the Bridges community
- Ability to utilize strategic thinking in the on-going 'developmental evaluation' process

- Ability to effectively participate in matrix supervision / management of site-based line staff in coordination with the Bridges Domain Directors
- Demonstrates high level judgment and critical thinking skills
- Demonstrates effective staff management and staff development
- Ability to complete agency and funder required reports in a timely, accurate and complete manner.
- Demonstrates effective budget management and budget utilization skills
- Demonstrates responsibility for program accountability and impact.
- Ability to implement program evaluation and to use results for continuous improvement.
- Ability in Project Management
- Possesses cultural competency skills.
- Ability to communicate effectively, both orally and in writing.
- High level of computer skills in the Microsoft Office suite, specifically Word and Excel, as well as usage of the internet and e-mail.
- Knowledgeable of community support systems, health care and human services resources.
- Demonstrates effective interpersonal skills with youth, families and other professionals
- Work reflects the mission and values of the agency; information, ideas and resources are shared with others, the agency team and the community

ESSENTIAL JOB FUNCTIONS:

- In coordination with the Parent, Community & Partner domain directors, oversee the planning, implementation and evaluation of the Bridges' key functions and core components specific for their designated neighborhood site.
- At the site level, facilitate the development and implementation of strategies that support the effectiveness of the Bridges key functions: coordination of services, engagement, outreach, education/awareness, partnership development and Navigation in the targeted geographical area
- Assure that the strategies related to key functions and core components are customized to the specific neighborhood and are responsive to the cultural needs and desires of the families in that community.
- Facilitate the achievement of CSC's key overarching child outcomes: healthy births, decreased child abuse and neglect and increased school readiness in specific geographic areas.
- Responsible for building and maintaining strategic alliances and key partnerships at local level and adhering to partnership management process including stages of partnership and pathways planning
- Facilitate the coordination of a local services "sub system" with the various partners and service providers that collaborate with the Bridges
- Assure the on-site coordination and effectiveness of the Bridges core components related to parent education and parental support (Specifically Capacity Building)
- Assess progress, performance and continuous quality improvement ensuring the accessibility, availability and utilization of data to drive decision-making via a developmental evaluation process
- Responsible for hiring, supervising and training Bridges site staff including the Navigator, Site Administrator, Outreach Coordinator and Child Watch
- Responsible for compliance with the Bridges contract 'Process Measures' and 'Outcome Measures', specific to that site.
- Participate as an active member of the Bridges Leadership Team
- Responsible for key operations for the site including budget utilization & facilities management

- Responsible for accurate and timely management of all necessary administrative duties including but not limited to: quarterly reporting, timesheets, incident reports, paperwork, data entry into HBDS, back-up documentation for audit (including participant sign in sheets), and all reporting requirements as appropriate

SUPPORTING JOB FUNCTIONS:

- Responsible for the implementation of quality assurance and continuous quality improvement processes for that site, specifically around evaluation data protocols.
- Demonstrate creative thinking and problem solving, and a commitment to work with key partners to solve problems and challenges as they arise.
- Utilizes various forms of data and feedback for assessment to inform decisions and project development.
- Follows direction provided by the Vice President, Community Services.
 - Promotes & supports CP inter-agency collaboration of services.
 - Serves on Agency committees, work groups as assigned.
 - Conducts one self in the best interest of the students and their families, and in support of the agency's Mission Statement.
 - Adheres to the Community Partners policies and procedures.
 - Presents oneself in a professional manner at all times: in actions, communication and dress.
 - Professional Development – Attend trainings, as determined for this position and in accordance with CSC requirements.

EVALUATED COMPETENCIES:

Quality of Work

Maintains high standards despite pressing deadlines; does work right the first time; corrects own errors; regularly produces accurate, thorough, professional work.

Management Excellence

Deliver results by maximizing organizational effectiveness and sustainability. Ensure that people have the support and tools they need and that the workforce as a whole has the capacity and diversity to meet current and longer-term organizational objectives. Align people, work, and systems with the business strategy to harmonize how they work and what they do. Conscientiously assign performance goals, offer year-round performance feedback, and conduct timely performance discussions and reviews.

Engagement

Engage people, organizations, and partners in developing goals, executing plans, and delivering results. Mobilize teams, building momentum to get things done by communicating clearly and consistently, investing time and energy to engage the whole organization. Use negotiation skills and adaptability to encourage recognition of joint concerns, collaboration, and to influence the success of outcomes. Follow and lead across boundaries to engage broad-based stakeholders, partners, and customers in a shared agenda and strategy.

Strategic Thinking

Offers advice and creates plans based on analysis of issues and trends, and how these link to the responsibilities, capabilities, and potential of the organization. Scan an ever-changing, complex environment in anticipation of emerging crises and opportunities. Develop well-informed advice and strategies that are sensitive to the various needs of multiple stakeholders and partners, reflect the strategic direction of the department and position the organization for success.

Innovation

Able to challenge conventional practices; adapts established methods for new uses; pursues ongoing system improvement; creates novel solutions to problems; evaluates new technology as potential solutions to existing problems.

Additional Competencies

Cooperation/Teamwork

Works harmoniously with others to get a job done; shares critical information with everyone involved in a project; works effectively on projects that cross functional lines; helps to set a tone of cooperation within the work group and across groups

Problem Solving

Anticipates problems; sees how a problem and its solution will affect other units; gathers information before making decisions; weighs alternatives against objectives and arrives at reasonable decisions; adapts well to changing priorities, deadlines and directions; works to eliminate all processes which do not add value; is willing to take action, even under pressure, criticism or tight deadlines; takes informed risks; recognizes and accurately evaluates the signs of a problem; analyzes current procedures for possible improvements; notifies supervisor of problems in a timely manner.

PHYSICAL REQUIREMENTS:

- Ability to endure short, intermittent, and/or long periods of sitting and/or standing in performance of job duties. Ability to lift packages, boxes, supplies, etc needed for programming, up to 25 pounds.
- Ability to transport him/herself to all on-site and off-site locations to accomplish job responsibilities, attend meetings, workshops, seminars, etc. Able to transport self so to perform 'door-to-door outreach' in the local residential community.
- Accomplish job duties using various types of equipment/supplies furnished by the agency, e.g. pens, pencils, calculators, computer keyboard, telephone, etc.

I HAVE RECEIVED A COPY OF MY JOB DESCRIPTION. I FULLY UNDERSTAND AND AGREE TO ADHERE TO ITS CONTENTS.

PRINT EMPLOYEE NAME

DATE

SIGNATURE OF EMPLOYEE

DATE

SIGNATURE OF SUPERVISOR

DATE

Reviewed for compliance by:

SIGNATURE OF REVIEWER

DATE