



DIRECTOR OF SENIOR AND HEALTH SERVICES

BACKGROUND

Under the general direction of the Chief Executive Officer, the Director of Senior and Health Services (DSHS) is responsible for managing all ICS Caregiving programs, Health Education and Honoring a Life programming. The DSHS is a member of the Interfaith Community Services (ICS) Leadership Team and will report directly to the ICS Chief Executive Officer.

The DSHS will exhibit leadership by implementing business strategies for the development for all ICS Caregiving Programs. This involves assessing risks, noting opportunities for expansion, setting overall goals and metrics, and proposing projects or systems to improve or grow ICS Caregiving Programs.

All positions at ICS are expected to interact with participants, volunteers, and staff in a professional manner, reflecting ICS's Core Values Respect, Integrity, Compassion, Collaboration, and Innovation Employees are expected to interact with all volunteers and donors in a manner consistent with ICS core values.

Duties and Responsibilities:

Oversight of the Caregiving Programs

- Supervise the Senior Services Manager
- Provide oversight for all programmatic functions (client services, records and reporting), ensuring that appropriate outcomes are achieved and that documentation is timely.
- Ensure program policies and procedures meet legal and grant requirements, ensure a client-focused approach, and ensure that policies and procedures are consistent across services and utilize best practices.
- Analyze community and client needs and develop new or enhanced programs which are consistent with the strategic plan and mission, and meet criteria for sustainability and use of volunteers.
- Design and implement metrics to drive mission success and to evaluate programs for efficiency and effectiveness. Prepare reports as needed. Oversee satisfaction surveys for clients and volunteers.

Oversight of Honoring a Life Program

- Supervise the Honoring a Life Program Manager
- Support the EOLCP in its mission to create a model community and partnership, utilizing best practices that can be replicated or enhanced across Arizona and the United States.
- Responsible for the facilitation and execution of the three-year Honoring a Life strategic plan.
- Collaborate with community-based organizations and faith communities to support the facilitation and development of outreach, training, understanding of person-centered quality care, empower people to talk about death and end-of- life care.
- Develop concerted efforts to seek diversity in age, ethnicity, and religious perspectives. Strive to include underserved and vulnerable populations who are primarily low-income, elderly, shut- in and disabled.

Leadership and General Management

- Provide training, coaching, planning and problem-solving assistance for all direct reports and volunteers; facilitate regular meeting of department staff and direct reports.
- Manage within the parameters of the agency budget, ensure that all financial and contractual reporting is timely, and provide input on budget development and revisions.
- Serve as a member of the agency's leadership team as a thinking partner and creative catalyst for teamwork, positive and rewarding work environment, operational excellence, and innovation in business approaches.



- Maintain and initiate positive relationships with community partner agencies/providers and represent ICS on the local, state, and national level as needed.
- Provide accurate and timely information to agency leadership fully informed about partnership development and outcomes.
- Conduct research for funding and grant opportunities for new and enhance program activity in collaboration with other senior leadership team members.
- Actively participate and report at Leadership, Faith Council, Board Meetings and other special committee meetings.
- Participate in public speaking engagements, volunteer recognition, fund-raising, public awareness, newsletter article writing and other agency projects as needed
- Other assignments as directed by or under the supervision of the CEO.

Knowledge, Skills, and Abilities:

- Knowledge of program management techniques and practices in non-profits.
- Thorough knowledge of maintaining a high standard of collaboration and teamwork to accomplish programmatic and operational tasks
- Admirable experience in administrative operations such as strategic planning, communication management, financial planning, and analysis.
- Demonstrated experience with evidence-based outcomes and implementing metric evaluation tools.
- Ability to effectively supervise, motivate, develop and direct staff and volunteers as they work
- Ability to meet deadlines, proven aptitude for accuracy and detail
- Strong written and oral communication skills, to include experience with public speaking
- Strong organizational, time-management skills, and multitasking skills
- Awareness of and sensitivity to the diverse needs of staff, clients, volunteers, interfaith activities, faith community partners and the community-at-large
- Excellent computer and technological skills necessary to write reports, maintain correspondence, develop program materials, understand financial statements, enter and retrieve information on a database or spreadsheet, develop and use PowerPoint presentations, use agency email, and locate information on the internet

Preferred Qualifications

- Master's degree plus equivalent additional education and experience preferred.
- Ten (10) years of experience, preferably in social services, senior services, or health related services, including extensive non-profit program and supervisory experience is preferred.
- Eligible to receive and maintain Arizona Level 1 fingerprint clearance is required
- Ability to maintain a valid Arizona driver's license, reliable transportation, clean driving record and current auto insurance is required

Reports to: Chief Executive Officer

Direct Reports: Senior Services Manager, End of Life Manager

Work Schedule: Full time, Monday through Friday, occasional evening/ weekend hours

FLSA exemption status: Exempt

Compensation: Depending on qualifications and experience. Benefits provided include group health insurance, Simple IRA, generous Paid Time Off, and paid holidays.

Please send resume, salary requirements and three professional references to: recruiting@icstucson.org. This position will remain open until filled, however, we will conduct first reviews of applications on **Monday, July 19, 2021**.