



JOB DESCRIPTION

Position Title	Program/Department	Reports to
Director of Life Enrichment (Supportive Services)	Supportive Services	Executive Director
Employment Status	FLSA Status	Effective Date
<input type="checkbox"/> Temporary <input checked="" type="checkbox"/> Full-Time <input type="checkbox"/> Part-Time	<input type="checkbox"/> Non-Exempt <input checked="" type="checkbox"/> Exempt	December 2023

POSITION SUMMARY

The Director of Life Enrichment is responsible for the overall program management and leading a team that moves individuals from sustainable living to full thriving. The Director of Life Enrichment (Supportive Services), in conjunction with the Good Samaritan Team, directs the development and expansion of supportive services to increase the emotional, mental, and financial areas of life for those we serve.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The essential functions include, but are not limited to the following:

- a. Develop and manage a successful practice model for poverty reduction services.
- b. Provide supervision and support to the Good Samaritan Poverty Reduction Services, including the program staff.
- c. Develop and grow volunteers for supportive services as the program needs.
- d. Manage data tracking and metrics to show effectiveness, measure outcomes, inform funders, and make adaptations to improve programming
- e. Working with the Executive Director, identify, apply, and report on grants to help fund the comprehensive Supportive Services program
- f. Develop and lead volunteers to support programming and participant growth
- g. Lead the seamless integration of program participants from Housing Department, Property Management, and outside referrals into and through the comprehensive Supportive Service programs
- h. Be active in the community and build relationships and partnerships with businesses, churches, organizations to recruit volunteers and support the function and growth of the program.
- i. Be a leading voice in the community to education and engage more community members and partners in the work of ending homelessness and poverty.
- j. Lead team staff meetings, attend GSM staff and management team meetings
- k. Oversee the logistics for large evening programming, ensuring all details are in place
- l. Oversee development and implementation of curriculum and weekly programming

MINIMUM QUALIFICATIONS (KNOWLEDGE, SKILLS, AND ABILITIES)

- a. Bachelor's degree or above in counseling, psychology, community development, or social work or related field.

- b. Experience working with low-income families and children to overcome barriers and increase their financial, mental, relational, and emotional assets
- c. Experience working in community settings

PREFERRED QUALIFICATIONS (KNOWLEDGE, SKILLS, AND ABILITIES)

- a. Respectful of diverse backgrounds and perspectives and able to relate to people of diverse social and economic classes.
- b. Demonstrates emotional maturity and self-awareness.
- c. Able to supervise and support volunteers and staff
- d. Develop a supportive and empowering culture consistent with Good Samaritan values and goals.
- e. Working knowledge of metrics and program evaluation tools.
- f. Good interpersonal and relational skills and able to resolve conflict
- g. Strong communication skills; able to listen well, express ideas, build trust
- h. Self-motivated and self-directed; able to work with limited supervision
- i. Analytical and able to problem solve
- j. Demonstrates organizational and planning skills
- k. Ability to facilitate groups, mobilize and develop leaders
- l. Motivated by empowering others to identify and utilize their talents; servant leadership model
- m. Demonstrates a proficiency in Microsoft Word, Excel and databases.
- n. Provide confidentiality of all services as that relates to both written and verbal communication.
- o. Maintain an openness of supervision through regular meetings and consultation with immediate supervisor.
- p. Prefer a flexible schedule that meets the needs of Supportive Services community. Evenings and some weekends required.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodation may be made to enable individuals with disabilities to perform the functions. While performing the duties of this position, the employee is regularly required to move about inside the office to access file cabinets, office machinery, etc., and must be able to remain in a stationary position 80% of the time. Employees will also constantly operate office machinery such as computers, copy machines and calculators, and will frequently learn new information and communicate accurate details in person and in writing.

Note

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills, aptitudes, and abilities to perform

each duty proficiently. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an “at will” relationship.