



Position: Director of Life Services

Center location: Benson

Hours: 40 hours per week; salaried, exempt

Hourly Rate: Commensurate with experience and qualifications

Position Purpose: The Director of Life Services serves on the Leadership Team and oversees all Life Services programs and staff, which encompass Community Connections (client case management), Counseling, Learning & Development, and Boutique (client material aid).

Nature and Scope of Accountability: Hired by the EPS Executive Director. Reports to the Executive Director; annual evaluation of job performance/satisfaction by the Executive Director.

Responsibilities:

1. Oversees the Beginning Essentials (parenting) program, which serves women who are pregnant and/or parenting children under 18 months old.
2. Creates and maintains the documentation provided in the Hope for the Journey/Beginning Essentials orientation handouts.
3. Develops copy for the quarterly Client Happenings (English & Spanish) and submits to the Creative Manager for branding and posting to social media and staff for dissemination to clients.
4. Maintains communication with Center Manager for program updates.
5. Supervises Boutique Manager, who oversees all operations of the boutiques at Benson and Bellevue locations, and Boutique Coordinator.
6. Supervises Learning & Development Program Manager, who oversees all EPS educational and resource curricula, programs, and staff.
7. Supervises Counseling Manager, who oversees professional counseling program and counseling staff.
8. Creates and updates, as needed, job descriptions for Life Services staff.
9. Receives and reviews budgets from program managers to present to leadership team and assures adherence to accepted budget through the fiscal year.
10. Identifies and submits budget for Community Connections program to leadership team/DOF and adheres to accepted budget through the fiscal year.
11. Collaborates with Director of Health & Wellness to oversee The Essentials Process.
12. Exhibits proficiency in eKyros/EPS client database.
13. Oversees required database entry/documentation for all associated Life Services programs.
14. Utilizes EPS EOS Management System.
15. Collaborates with Creative Manager to ensure all program communications meet brand standards.

16. Collaborates with Volunteer Integration Manager for appropriate placement and training of volunteers in Life Services programs.
17. Acts as a social media administrator and responds to individual messages as needed and available.
18. Collaborates with Creative Manager monthly on social media messaging.
19. Serves as manager for Community Connections program.
20. Recruits, trains and supervises social work students, interns and volunteers.
21. Assigns case managers a caseload of clients based on client referral and case worker available hours.
22. Establishes a comprehensive network of community partners for referrals.
23. Oversees the client follow-up program.
24. Oversees Resource Advocacy step of the Essentials Process.

Additional Responsibilities

- Adheres to all EPS policies and procedures.
- Maintains client confidentiality and professional boundaries at all times.
- Performs other duties as assigned by Executive Director.

Staffing/Professional Development

- Attends monthly EPS Staff Meeting.
- Attends weekly Leadership Team meetings.
- Participates, as part of EOS system, in strategic planning meetings and activities.
- Conducts monthly Life Services manager meetings.
- Plans bi-annual staff and volunteer in-services in collaboration with the Director of Health & Wellness.

Knowledge/Skills/Abilities: Commitment to following EPS' Mission and Core Values. Ability to problem solve and manage interpersonal conflicts when they arise. Ability to manage multiple projects at one time. Proficient in Microsoft Office (Word, Excel, Outlook and Publisher). Computer literacy to include PC and Apple products. Excellent verbal communication skills to interact with clients in a professional manner in person and on the phone. Attention to detail. Ability to work independently and act as team player for projects. Willing to assist with miscellaneous duties as assigned.

Experience/Education: Bachelor's degree in human services, social work, psychology or similar with experience; master's degree preferred; licensed as a mental health practitioner or licensed as a clinical social worker a plus.

Apply: Send your resume and a cover letter to Executive Director Laura Buddenberg at laurab@essentialps.org or by mail to Essential Pregnancy Services, 6220 Maple Street, Omaha, NE 68104.