



*\*Panhandle Community Services is an Equal Opportunity Employer*

Position	<b>Assistant Director of Outreach Services</b>	Program	<b>Family Services</b>
Reports to	<b>Director of Family Services</b>	Classification	<b>Exempt</b>
Supervises	<b>Yes</b>	Status	<b>Full-Time</b>
Work Location	<b>Central Office</b>	Salary Level	<b>6</b>
Hours	<b>Varies</b>	Approved 10/14/2020	<b>Magi York, Executive Director</b>

## Job Summary

This position supports the mission of PCS to work with community partners to change lives and lead change for low-income people bridging the gap from poverty to self-sufficiency by ensuring the successful implementation of programs to outreach to low- and moderate-income families to increase their knowledge of Earned income Tax Credit (EITC) and identify community needs to address the needs by utilizing the VISTA program. This position is responsible for the direct supervision of VISTA members as well as the EITC Outreach specialist and is tasked with developing and delivering staff training; reviewing program budgets; and participating in agency strategic planning. This position must be able to work various shifts including evenings, weekends, holidays as necessary, and during inclement weather.

## Duties and Responsibilities

- Provides day to day supervision to all assigned staff.
- Develop program operations manual based on funding sources program requirements, and submit changes for approval on an annual basis.
- Monitor program activities to ensure compliance and program outcomes in accordance with the program operations manual.
- Develop a work plan using client tracking data, staff-client observation and client survey results.
- Review approved work plan, operations manual, and budget and recommend changes as necessary.
- Ensure compliance with client grievance procedures based on guidelines provided from funding sources.
- Prepare monthly program reports outlining accomplishments, challenges etc.
- Develop an annual training plan for each assigned staff and ensure plan is implemented and followed.
- Conducts performance evaluations for all assigned staff.
- Create promotional materials to distribute to each of the communities served.
- Attend and represent the Agency in consultations and meetings with other agencies and community organizations.
- Maintain a positive relationship with local, state, and federal service providers and community partners
- Participate in development, reporting and evaluation of the Strategic plan for Panhandle Community Services.
- Performs other duties as assigned

## Knowledge, Skills and Abilities

- Knowledge of Microsoft Office suite of applications including Word, Excel, Outlook, and PowerPoint.
- Knowledge of service and providers in the upper 26 counties of the Texas Panhandle that are available for low-income individuals.
- Ability to communicate and train both orally and in writing with various groups of clients, employees, and community members about program requirements.
- Ability to use general office equipment and filing systems such as telephones, copy machines, and computers
- Ability to follow a set of criteria or categories to organize files, program information, reports, etc.
- Ability to utilize agency provided client tracking software.

- Ability to work with minimal supervision and adhere to strict agency and program deadlines with frequent interruptions.
- Ability to recognize the limits of one’s own skills and knowledge and willingness to seek support, information, training, or re-assignment
- Ability to travel out of area and/or overnight for training and conferences
- Ability to maintain a valid driver’s license and be insured on PCS’ auto policy
- Ability to maintain a positive relationship with local, state, and federal service providers.

## Minimum Requirements

Bachelor’s degree in one of the Human Services fields including Psychology, Sociology, or a related field is required. Master’s Degree is preferred. A minimum of two (2) years’ experience in Social Work, Human Services, Public Health Education, or a related field is required. A minimum of two (2) years of supervisory experience is required. National CLAS certification (Culturally and Linguistically Appropriate Services) is preferred. Must possess a Valid Texas Driver’s License and be able to provide proof of liability insurance coverage. Bi-lingual with the ability to communicate both orally and in writing in English and Spanish is preferred.

## General Organizational Responsibilities

- Support the mission and vision of Panhandle Community Services
- Represent PCS in meetings or encounters with the public, clients, funding source representatives, program monitors, auditors, trainers, consultants, community partners, groups and organizations
- Participate in the Agency strategic planning process
- Comply with all organizational policies and procedures
- Comply with program specific rules and regulations
- Perform duties in a professional manner
- Ensure confidentiality and security of client data and organizational information
- Support and facilitate positive interaction with PCS employees
- Remain drug-free, as verified by periodic drug screenings
- Display a professional appearance, demeanor, and attitude

## Work Environment

- Office, involving frequent interaction with the public, co-workers, and volunteers.
- Regular use of office equipment including multi-line phones, computers, fax machines, etc.
- Frequent Interaction with managers, executives, auditors, program monitors, trainers, and community partners.
- **Attendance and participation in organizational team meeting and all staff days is required, some of which may occur on weekends at off site locations.**

## Physical Requirements

- Frequently lift and carry 25 pounds for short distances.
- Must be able to sit and stand in an office and a vehicle for up to two (2) hours at a time.

**Employee Affirmation:** My signature below indicates that I have read and understood the requirements for this position. I am willing and able to carry out the duties and responsibilities required.

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Signature

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Date