



Martha's Vineyard Community Services, Inc.

Family Support Center Program Manager

Job Description

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Reports to: Division Director, Disability Services

Classification: Exempt

Department: 420 – Family Support

Date: July 01, 2024

Approved: July 01, 2024, Elizabeth Folcarelli, CEO

Next Review Date: June 2026

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**JOB SUMMARY:** Provides family consultation supports, information, referral and resources, technical assistance, home visits and advocacy for eligible families, in support of families' staying together.

This is a full-time 40 hour per week position

**ESSENTIAL FUNCTIONS:**

1. Identifies resources to meet individual family needs based on presenting issues as needed/requested.
2. Maintains an environment where respect and dignity of the family unit is fostered.
3. Ensures that individual choice is offered and that families have the right to be self-determining.
4. Provides assistance in the development of social and community support.
5. Provides information and referral of available generic and community resources as needed.
6. Provides advocacy to families to assist them in receiving the support they need.
7. Develop Flexible Funding Expenditure Plan annually for all families receiving allocations.
8. Maintains program compliance with Department of Developmental Services (DDS) standards in accordance with the DDS Family Support Guidelines.
9. Accounts for all documentation and record-keeping required by DDS standards and agency policy.

10. Maintains communication with DDS Service Coordinator(s), area and regional staff, and works cooperatively with them.
11. Participate in the recruiting, hiring and training of Family Support Navigators both on MV and Nantucket
12. Supervise and evaluate Family Support Center staff in accordance with MVCS policies and practices
13. Documents unmet family needs.
14. Tracks utilization of allocations by families on an ongoing basis.
15. Attends trainings on state-of-the-art practices in Family Support and related topics on an ongoing basis.
16. Attends meetings, including the DDS Family Support Providers Meetings and DDS Cape and Island Area Providers meetings as required.
17. Refers to and is guided by the Core Elements of Family Support referenced in the Revised Family Support Guidelines for the provision of Family Support Services.
18. Provides assistance to community members utilizing the Sensory Integration Equipment lending library.
19. Performs other duties as assigned by the Program Director of Disability Services.
20. Participates in weekly supervision with Program Director as well as participates in DS staff meetings.
21. Assists other Disability Services programs when necessary.
22. Participates in the agency's Quality Improvement program.

**KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:**

1. Ability to communicate both orally and in writing.
2. Supervision of staff.
3. Ability to travel to both Martha's Vineyard and Nantucket
4. Flexibility, patience and creativity.
5. Computer literacy with WORD and EXCEL programs.
6. Must enjoy working with people.
7. Good organizational skills and ability to multi-task.

**QUALIFICATIONS:**

1. Bachelor's Degree in Human Services Education, Social Work or related field required.
2. Previous experience working with individuals with cognitive or developmental disabilities, and families/caregivers.
3. Valid driver's license and access to transportation.

The statements contained herein reflect the general details as necessary to describe the principal functions of this job, the level of knowledge and skills typically required, and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise to balance the workload.

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