



### Family Visitation Program Director

*The Mediation Center seeks an energetic and motivated leader who is experienced in both family social work and non-profit program management to lead the Family Visitation Program.*

The Family Visitation Program (FVP) enhances community safety and stops the cycle of abuse and trauma through supervised visitation and safe child exchange. The program has locations in Buncombe County and Henderson County. Combined, both locations serve more than 80 families and conduct more than 800 supervised visits each year. Families served have a history of domestic violence, substance abuse, child maltreatment, mental health concerns, child abduction risk, and high-conflict separation/divorce. FVP provides children with a safe place to visit and form healthy relationships with their non-custodial parent or to exchange between parents with joint custody. More information about the program can be found at [www.mediatewnc.org](http://www.mediatewnc.org).

The FVP Program Director is a key member of the Mediation Center's staff leadership team and will be a skilled and confident leader, supervisor, and human services provider. The Program Director is responsible for the overall success of both locations of the Family Visitation Program via client services and program leadership/management. The Program Director reports to the Executive Director and supervises four to seven staff as well as contractors, interns, and volunteers.

**Hours and Location:** This is a full-time exempt position. The program serves families primarily during after-school hours; multiple evenings are required every week, as well as occasional Saturdays. While the weekly schedule varies considerably, a typical week includes the following hours:

- Mondays 9am to 5pm
- Tuesdays, Wednesday, and Thursdays from 11:30am to 7pm
- Fridays from 10am to 6pm
- Occasional Saturdays 9:30am-3:30pm

The Program Director will work primarily at the Buncombe County office in downtown Asheville with frequent local travel to meetings and occasional overnight travel (3 to 10 nights per year).

**Compensation:** low 40s, DOE

Benefits include paid vacation (12 days in the first year, 18 days thereafter), paid sick time (12 days/year) and paid holidays (11/year) as well as a 100% employer paid, high-quality health plan. Staff can also enroll in optional, employee-paid dental coverage and a flexible spending account.

#### Minimum Requirements:

- Bachelor's or master's degree in social work or a strongly related field (counseling, human services) from an accredited college or university or equivalent combination of education and experience
- Three years full-time (or equivalent) related professional experience.
- At least 1 year experience supervising professional staff OR 1 year of non-profit program management with significant and progressive responsibility
- Valid NC driver's license and access to a reliable vehicle on all work days
- Acceptable outcome to criminal background check

#### Preferred Qualifications:

- Master's degree in social work or Master's in public administration with a bachelor's degree in social work
- At least 2 years management experience (including supervision of professional staff) in non-profit that serves children and families
- 4 or more years of full-time (or equivalent) related professional experience
- Spanish/English bilingual is a plus

While we expect that the Program Director will need to learn new skills and information in this role, this position requires both family social work and program management skill. We are looking for someone with skills and experience in both:

<p>Strong candidates will have experience in some, though not necessarily all, of the following aspects of <b>Family Social Work and Human Services:</b></p>	<p>Strong candidates will have experience in some, though not necessarily all, of the following aspects of <b>Program Management:</b></p>
<ul style="list-style-type: none"> <li>• Domestic violence case management or counseling with victims and/or perpetrators</li> <li>• Child abuse and neglect, child protection</li> <li>• Working with families involved with the court or department of social services</li> <li>• Family/child counseling or psychotherapy</li> <li>• Undergraduate and graduate intern supervision</li> <li>• Practice supervision of direct-service staff</li> <li>• Trauma-focused services for children and adults</li> <li>• Mental health, substance abuse, developmental disorders, and their impact on parent/child relationships</li> <li>• Child development birth through 18</li> <li>• Teaching or coaching parenting skills</li> <li>• Supervised visitation and safe exchange services</li> <li>• Working with resistant or court-ordered clients</li> </ul>	<ul style="list-style-type: none"> <li>• Staff management and supervision – recruitment, hiring, evaluation, supervision, development</li> <li>• Results-based program development, management and evaluation</li> <li>• Volunteer management - training, supervision, evaluation, recognition, retention</li> <li>• Grant writing and grants management, including United Way, private foundations, state/local/federal government</li> <li>• Organizational capacity building, devising and carrying out strategy</li> <li>• Relationship and consensus building, engaging diverse stakeholders</li> <li>• Designing and implementing policies and procedures</li> <li>• Community relations, outreach, and public speaking</li> <li>• Collaboration with mental health providers, nonprofits, government agencies, and the courts</li> <li>• Donor relations and fundraising</li> </ul>

**We expect our Program Directors to:**

- Be decisive, confident leaders able to make smart decisions in a timely fashion
- Be energetic, creative, and generally in a good mood
- Collaborate with the leadership team to solve problems, develop skills, and provide leadership for the organization as a whole
- Be able to take an idea or goal; make a plan; bring in the wisdom, experience, and manpower of others; put that plan into action; and arrive at the goal on time
- Ask for and give help, direction, and support; be willing to listen to and learn from others
- Expertly balance safety, policy, and goals with client needs
- Treat all clients in a respectful, empowering, and empathetic manner by recognizing the impact of trauma and avoiding bias and judgement
- Be organized and able track multiple projects and priorities at once without dropping the ball
- Be flexible, helpful, and open to change. Funding changes, goals change, needs change, and tasks change. We need you “all in” as we evolve. In fact, you often need to be the one initiating and leading the change
- Hold the staff you supervise to a high standard when it comes to meeting goals, providing excellent service to clients, continual learning, and reaching for the next thing
- Balance work and life through smart prioritizing, skillful delegating, jumping in to help, and developing a strong team
- Work to retain staff through strong supervision, a focus on results, opportunities for learning, quality feedback, and collaboration.

**Application Instructions:**

- E-mail your cover letter and resume to Laura Jeffords, Executive Director at [employment@mediatewnc.org](mailto:employment@mediatewnc.org).
- Include your cover letter as the body of the e-mail, and attach your resume (no longer than two pages) in MS Word or PDF

*No phone, fax, or drop-in inquiries before or during the application process.* Only applications submitted via the above method will be considered. All candidates will receive an e-mail response within 6 weeks. Applications will be considered on a rolling basis until the position is filled