



# COMMUNITY SERVICE PROGRAMS OF WEST ALABAMA, INC.

ADMINISTRATIVE OFFICE

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**Cynthia W. Burton**  
Executive Director

July 26, 2017

## **JOB ANNOUNCEMENT**

**Title:** Director of Supportive Services

**Location:** Tuscaloosa County

**Employment Classification:** Regular, Full-Time, Non-exempt, Non-Safety-Sensitive

**Summary of the Position:** See Attached Job Description

**Qualifications of the Position:** See Attached Job Description

**Duties and Responsibilities:** See Attached Job Description

**Salary and Application Procedures:** This is a Grade Level 2 position on the CSP Salary Scale with a salary range beginning at \$50,614 annually. Current employees may apply by submitting a letter of interest along with and updated employment application. Other interested applicants may apply by submitting a completed employment application obtained from the website at [www.cspwal.com](http://www.cspwal.com) or by contacting the Human Resources department of CSP at (205) 752-5429 to request an application. Completed and signed applications may be submitted in person, by mail or scanned and emailed to [employment@cspwal.com](mailto:employment@cspwal.com).

**DEADLINE to apply:** Tuesday, August 15, 2017 at 5:00 p.m.

Community Service Programs of West Alabama, Inc. is an equal opportunity employer that does not discriminate on the basis of race, religion, gender, handicap status, age, genetic information, or national origin. CSP maintains a Drug Free Workplace Policy and the applicant is subject to pre-employment and random alcohol and drug testing. CSP operates a licensed children facility and applicants will be subject to criminal history background checks. CSP is an E-verify Employer. **EOE AA M/F/Vet/Disability**. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, disability or national origin.

# Community Service Programs of West Alabama, Inc.

## Job Description

**Job Title:** Director of Supportive Services

**Department:** Supportive Services

**Reports to:** Executive Director

**Employment Classification:** Regular Full-Time, Exempt, Non-Safety-Sensitive

**Grade/Salary:** Grade Level II; Range from \$50,614, depending on experience

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### **Summary of Position:**

Plans, oversees, and manages the operations of the Supportive Services Department, including, but not limited to, LIHEAP, Housing Counseling, Employment, Meals on Wheels, IT, and other CSBG and Supportive Services programs funded by other sources or grants. Responsible for oversight of all Supportive Services functions, personnel and grants administration, in compliance with all federal state laws and grant and investor requirements. Responsible for agency-wide reporting of related results. Manages corporate communications, publicity, and public and community relations, and marketing for the Agency.

### **Essential duties and responsibilities:** *Other duties may be assigned by the supervisor*

- ◆ Establish and assure integrity and effectiveness of processes, as well as compliance, related to delivery and administration of Supportive Services.
- ◆ Establish and assure integrity of processes related to agency-wide reporting of results related to service delivery.
- ◆ Possess a working knowledge of all CSP programs and services and serve as a resource for all departments and subsidiaries for knowledge of organizational policies and goals.
- ◆ Establish procedures and guidelines related to publicity and public relations for the Agency.
- ◆ Design and implement training programs related to the reporting of program data.
- ◆ Develop varied methods of imparting corporate message internally and externally.
- ◆ Establish and maintain excellent peer relationships throughout the State and nation.
- ◆ Select, supervise, and evaluate performance of department team members.
- ◆ Develop, with the finance department, the budget for the department.
- ◆ Represent the Agency to peer, community and funding organizations.
- ◆ Other duties as assigned by supervisor.

**Qualifications:** *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- ◆ Education and Experience:

- Possession of a bachelor degree in social work, business, communications, public relations, public or personnel administration, OR five (5) years work experience in social services or related fields.
- Demonstrated competence in the area of program administration, including methods and techniques used in obtaining grants and other funding and in reporting program results.
- ◆ Supervisory Requirements: Provide direct and indirect supervision of personnel assigned to all areas of oversight responsibility.
- ◆ Certificates, Licenses, Registrations:
  - Possession of a valid Alabama driver's license and willingness to use one's personal vehicle in the course of employment.
- ◆ Language Skills:
  - Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations.
  - Ability to write reports, business correspondence, and procedure manuals.
  - Ability to effectively present information and respond to questions from groups of supervisors, employees, vendors and the general public.
  - Ability to communicate effectively orally and in writing.
- ◆ Mathematical Skills:
  - Ability to compute simple math such as addition, subtraction, multiplication and division.
  - Ability to apply fractions, percentages, ratios, and proportions to practical situations.
  - Ability to work with mathematical concepts such as probability, statistics, and ratios.
- ◆ Reasoning Ability:
  - Ability to define problems, collect data, establish facts, and draw valid conclusions.
  - Ability to critically analyze ever-changing work situations.
  - Ability to be sensitive to the needs and concerns of management and staff.
- ◆ Other Skills and Abilities:
  - Ability to develop effective working relationships with supervisor, peers and subordinates.
  - Ability to organize complicated materials.
  - Proficiency in Windows, Word, Excel, and PowerPoint.
  - Ability to work with diverse populations and personalities.
  - Capable of handling multiple tasks and demonstrated ability to meet deadlines.
  - Ability to work in a constant state of alertness.
  - Regular and predictable attendance.

**Physical Demands:** *The physical demands described are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities previously mentioned.*

While performing the duties of this job, the employee is routinely required to sit, talk and/or hear. Specific vision abilities required by this job include close vision for extended periods of time on the computer and the ability to adjust and focus. Typing is required.

**Work Environment:** *The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals to perform the essential functions.*

The noise level is acceptable in the work environment. Work is performed indoors.

The information contained in the job description is for compliance with American with Disabilities Act (ADA) and is not an exhaustive list of the duties performed for this position. Additional duties may be assigned by the supervisor.

Rev. 02/2012

*Reviewed by Board of Directors 12/3/2015*

*Reviewed by Board of Directors 01.19.2017*