



211 Broward - Director of Internship & Special Projects

Responsible to: Chief Operations Officer

Class: Exempt

POSITION OBJECTIVE

The Director of Internship and Special Projects is responsible for overseeing the development and implementation of an internship program, assigning interns to various departments, and managing their required supervision. Also, this role includes assisting the Chief Operations Officer with the implementation of new projects and services, including the Caregiver Navigation Helpline. This responsibility includes modeling information and referral and crisis intervention best practices, maintaining a comprehensive Helpline program, report preparation, community awareness, and continuous quality improvement activities.

ESSENTIAL FUNCTIONS

1. Effectively present and deliver our vision, mission, and values to the community;
2. Implements, coordinates, develops program plans for, and evaluates the daily operations of the Internship and Caregiver Navigation Helpline programs;
3. Responds to Helpline participants' requests for empathic listening, problem-solving, crisis support, and suicide intervention following 2-1-1 Broward principles, policies, and procedures;
4. Actively implement the values, philosophy, and standards of care coordination;
5. Responds appropriately to participants' requests for information about community services and refers participants to existing community resources based on eligibility, geographic location, availability, and appropriateness;
6. Coordinates care plans with families to address their needs and to facilitate referral to appropriate treatment or service providers or facilities that capitalize on each families' skills, strengths, and talents;
7. Engages families in the development of service implementation plans;
8. Counsels families to facilitate achieving service plan goals;
9. Upholds NASW Code of Ethics, identifies with the social work profession, demonstrates a strong commitment to social work values, and adheres to the laws that regulate social work practice;
10. Consults and meets with educational institutions to develop and implement an internship program;
11. Acts as the liaison between 2-1-1 and the educational institution;
12. Ensures the learning experience for interns is effective by working closely with faculty advisers;

13. Assures that helpline services comply with established standards for service delivery, response, quality, and customer satisfaction;
14. Implements policies and procedures for achieving goals and outcomes and complying with contract requirements;
15. Monitors departmental activities and achievements;
16. Demonstrates commitment to understanding and embracing culture as central to effective services and the workplace;
17. Provides clinical support and consultation to interns in handling immediate call situations, including debriefing and following-up with staff who have handled stressful calls;
18. Identifies needs, specifies required activities, and sets priorities to improve departmental performance;
19. Intern development and supervision, including performance evaluations, one-on-one feedback, coaching, corrective actions, and terminations;
20. Motivates and inspires interns, challenges them to peak efficiency and creates an environment that helps them grow;
21. Evaluates interns objectively; Uses evaluation results to improve employee performance and to encourage development;
22. Identifies interns' training needs and plans training sessions. Assists with training of interns in the provision of information, referral, telephone reassurance, listening, and crisis/suicide intervention services;
23. Interviews and recommends for placement interns demonstrating a commitment to developing and supporting a culturally diverse, competent, motivated, and productive team;
24. Orients and directs interns in the performance of their work assignments; Holds regular meetings with interns to establish work plans, set goals and objectives, review progress, and recognize individual and team contributions;
25. Provides individual student supervision that meets the educational institution standards;
26. Monitors work productivity and performance; makes adjustments as needed to improve performance;
27. Ensures and monitors the accurate documentation of Helpline calls;
28. Assists with ensuring statistics, reports, success stories, and other information as required for reporting is conducted;
29. Attends and participates in **a minimum of 7 annual** in-service training sessions; attend seminars/workshops related to program and professional development as requested;
30. Participates in 2-1-1 Broward's Continuous Quality Improvement process;
31. Works collaboratively with agency Directors and Officers to achieve agency mission, vision, and goals;
32. Initiates new programs, projects, processes, or technologies that are translated into action;
33. Recommends strategies and changes that will improve the quality, quantity, and cost-effectiveness;
34. Researches other 2-1-1 and Crisis Centers to ensure that 2-1-1 Broward remains current with I&R and Crisis Intervention best practices;

35. Establishes and maintains collaborative relationships with funders, providers, and community representatives;
36. Monitor and share information about changes/trends in participants' needs with the Chief Operations Officer;
37. Assists in the development of the resource database and reports updated community resource information to the 2-1-1 Data Services Team, supervisors, and co-workers;
38. Implements emergency operations, policies, and procedures when necessary, and participates as a member of the agency's Disaster Response Team;
39. Complies with all professional and agency standards, policies, and procedures, and makes a positive contribution to the workplace; and
40. Performs other duties as assigned.

QUALIFICATIONS

1. Master's in Social Work (MSW) from an accredited school of Social Work;
2. Two years of experience post master's degree;
3. Must meet Internship supervision requirements of institutes of higher learning;
4. Previous supervisory experience (minimum of one year) preferred;
5. Track record in overseeing and implementing successful programs preferred;
6. Experience in crisis and suicide intervention, counseling, assessment/interview strategies and training desirable;
7. Excellent written and verbal communication skills;
8. Comfortable and effective public speaking skills; and
9. Successful completion of 2-1-1 Broward's Crisis Intervention and I&R training course.

COMPETENCIES/SKILLS/ABILITIES

1. **Service:** shows compassion, empathy, and respect to all participants and co-workers;
2. **People:** demonstrates culturally competence, an ability to interact effectively with people of different cultures and backgrounds;
3. **Quality:** displays willingness to meet the highest standards for excellence in performance and accountability;
4. **Finances:** satisfies all agency and contractual requirements;
5. **Growth:** seeks opportunities to enhance or expand services consistent with our mission and the needs of the community;
6. **Community:** assists the community in responding to immediate, long-term, emerging, and changing needs;
7. **Safety and Security:** ensures the agency's compliance with safety and security policies, procedures, laws, and regulations;
8. **Leadership:** demonstrates the attitudes and behaviors of a leader; open to new ideas, accountable, confident during challenging times, and supportive of upper management;
9. **Analytical:** synthesizes complex and diverse information;
10. **Problem-Solving:** identifies and resolves problems in a timely manner and gathers and analyzes information skillfully;
11. **Judgment:** displays willingness to make decisions, exhibits sound accurate judgment, and makes appropriate decisions;

12. Ability to seek the Certification for Community Resource Specialist (CRS) through Alliance of Information Referral Systems (AIRS) when eligible to do so; in addition, to maintaining certification requirements;
13. Ability to seek the Certification for Crisis Workers through the American Association of Suicidology (AAS) when eligible to do so; in addition, to maintaining certification requirements;
14. Ability to demonstrate excellent interpersonal and communication skills; and
15. Ability to present a professional manner and appearance at all times.

MACHINE/EQUIPMENT/TOOLS USED

Computer-based telephone, computer, printer, copy machine, facsimile machine, and shredder.

TRAVEL

The work will require driving in Broward County and possibly other times outside of the county to various locations.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to perform the essential functions of this job successfully. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to sit, talk, hear, and use hands and fingers to operate and handle keyboards and controls. The employee is occasionally required to walk and reach with hands and arms. The employee must occasionally lift or move up to 25 pounds.

WORKING ENVIRONMENT

The work environment characteristics described in this document are representative of those an employee encounters while performing the essential functions of this job. Office environment with exposure to walk-in participants and service animals. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise levels in the work environment may vary but are usually moderate.

2-1-1 is an essential component of emergency response and recovery in Broward County and to our participants and stakeholders. During and after a hurricane or other type of emergency or disaster, changes to regular duties, routines, work locations, and work schedules may be required.

WORK HOURS

A full-time minimum 40-hour workweek. Flexibility is required. Available to work evenings and weekends as needed.

About Strategic Philanthropy:

Strategic Philanthropy, Inc. a south Florida based company, was founded on the belief that effective corporate giving can be so much more than simply writing a check to charities and nonprofits who ask for your help or involvement. It is our belief that when a company aligns its charitable giving with a strategic approach and measurable outcomes, the power of giving enhances a company's brand, image and strengthens the relationships and partnerships within the community.

In short, Strategic Philanthropy gets hired by companies to give away their money to nonprofits that meet a company's business goals and objectives. As you can imagine, we have many relationships with the nonprofits in our community. We value all of the programs and services they have to offer and work with them to help promote positions that are available within their organization so that they may find the best talent possible.

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