



### 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 and Henderson Counties which serve more than 80 families and provide more than 900 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).

#### **What you'd be doing:**

You'd be responsible for the overall success of both the Buncombe and Henderson locations of the Family Visitation Program. This role has significant technical and administrative elements as well as direct-service components. This includes, but isn't limited to:

- Write, manage and report on several federal, state, and local grants.
- Supervise 5 to 7 staff as well as contractors, graduate and undergraduate interns, and volunteers. Schedule staff and contractors and provide social work practice supervision both individually and in groups. Hire and train new staff as needed.
- Occasionally supervise visits and exchanges with the non-custodial/offending parent and their child. Generally, this means being in the room during visits and sometimes watching video/audio monitors while someone else is in the room.
- Work to meet annual and long term goals for client's service, program growth, and best practice implementation
- Form relationships with clients, provide support for escalated concerns and needs
- Collaborate with other local service providers on grants and programs.
- Manage two local advisory committees
- Trouble-shoot and problem solve all aspects of the program – from client accommodation needs and safety processes to minor IT and maintenance issues.
- Collaborate with the agency leadership team to solve problems, develop skills, and provide leadership for the organization as a whole

#### **How we do things:**

- We care a lot about everyone's safety – parents, children, volunteer, staff and interns. To ensure that everyone is safe, we work within an extensive set of rules and policies that have to be consistently applied and enforced.
- We are neutral. We don't make decisions about what's best for a family or give our opinions about custody arrangements.
- We treat everyone in a warm, friendly, and non-judgmental manner. In fact, we survey our clients twice a year to see how we're doing on this.
- We know that all parents love their children and we respect the importance of parents' role in their children's lives regardless of past family violence, neglect, or other factors.

- We know that most clients have been court-ordered to use our services and would prefer not to have their time with their children supervised. We help parents make the most of their time and do our best to help them feel respected and empowered. We give parents as much control as we can within the bounds of safety.
- We recognize the role that trauma and stress play in clients' lives. We open the door and provide support for difficult conversations.
- We want children to have fun and feel comfortable and we are creative about finding solutions.
- We see families' unique needs, culture, and preferences. We work to accommodate while sticking closely to the policies that keep everyone safe.
- We jump in and help each other to make things run smoothly.
- Our program managers are energetic, creative, and generally in a good mood. They can balance multiple priorities at once without dropping the ball.
- We are 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
- We balance work and life through smart prioritizing, skillful delegating, jumping in to help, and developing a strong team

**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 7:30pm
- Fridays from 10am to 6pm
- Occasional Saturdays 9:30am-2:30pm
- Most work is at our Buncombe location in downtown Asheville. Weekly local travel. Overnight travel of 5 to 15 nights per year.

**Compensation:** low to mid-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 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
- Very strong computer skills

**Preferred Qualifications:**

- Master's degree in social work (strongly preferred)
- At least 3 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

**To apply:**

Send your resume and cover letter to Laura Jeffords at [employment@mediatewnc.org](mailto:employment@mediatewnc.org). Open until filled.