



Leadership Position Posting

Title: Director of Program Operations (Full-Time) 35 Hours/Week	
Department: Administration	Status: Exempt
Responsible To: Executive Director	Salary: \$65,000 to \$72,000 *Sign On Bonus

Position Summary:

Family Service Society, Inc. is actively seeking an experienced Director of Program Operations to join our growing leadership team. In this role, the Director will oversee client and community-serving programs and their respective department directors, ensuring adherence to treatment service delivery, documentation, and program policies. Reporting directly to the Executive Director, the Director will supervise, monitor, and support department directors with operations, emphasizing regulatory and quality compliance. Building strong relationships with community partners at local, state, and federal levels is a key responsibility to advance the agency’s vision and mission of providing specialty counseling and community services in the region. The Director should be adept at public speaking and advocacy, and may also assist in service provision as needed. The ideal candidate will align with the agency’s mission and values, contributing to the improvement of staff, client, and community well-being.

Agency Culture:

With over 100 years of operation in Steuben County and surrounding areas, Family Service Society, Inc. attributes its success and longevity to a compassionate workforce, community partnerships, and quality services. The Director of Program Operations plays a crucial role in maintaining an inclusive and positive work environment. Tasked with guiding and supporting department directors and associated programs using a strengths-based and trauma-sensitive approach, the Director contributes significantly to the agency's continued success.

Education and Experience Requirements:

Candidates must hold a master’s degree in counseling, psychology, social work, human services, public health, or a related field. Professional licensure is preferred. The Director should have a minimum of 3 years of management and supervisory experience. The Director should demonstrate strong critical thinking and problem-solving skills, proficiency in public speaking, and excellent written and verbal communication abilities. Organizational skills, including planning, delegating, program development, and task facilitation, are essential. Moreover, the ideal candidate should have experience collaborating with various funders, such as the New York State Office of Mental Health, Office of Children and Family Services, Office of Addiction Services and Supports, Department of Health, local county departments of social services, governmental units, community

partner organizations, foundations, and grantors. The Director must be adept at effectively working with a diverse range of staff and clients, encompassing differences in race, culture, religion, economic status, sexual orientation, gender identity, and abilities.

Employment Opportunity Policy:

Family Service Society, Inc. is committed to providing a nondiscriminatory employment environment for its employees. The policy of Family Service Society, Inc. is to fully comply with applicable federal, state, and local laws, rules, and regulations in the area of nondiscrimination in employment. Discrimination against employees and applicants due to race, color, religion, sex (including sexual harassment), sexual orientation, gender identity, gender national origin, disability, age, genetic information, gender expression, military, and veteran status is prohibited.

Full-time Employee Benefits:

Family Service Society, Inc offers robust benefit options to help you maintain overall health and well-being.:

- Medical – 4 different plans are offered to allow employees to choose the right coverage for them
- Dental
- Vision
- Flex Spending Account
- Life Insurance
- 401(K) and Matching
- Employee Assistance Program
- Professional Licensure Renewal Reimbursement
- CE trainings

In addition to these benefits full-time employees are given a generous amount of paid time off.

- Vacation, Sick, Floating Holidays, Personal Time, Bereavement Leave
- 12 Paid Holidays/Year

Contact Information:

Please complete the online application form and attach a cover letter and resume. Alternatively, candidates can email or mail a cover letter and resume to the contact person below. Applications will be accepted until the position is filled.

Family Service Society, Inc.

charlanowe@familyservicesociety.org

280 Princeton Ave Ext.

Corning, NY 14830

The organization:

Family Service Society, Inc. provides a comprehensive range of services tailored to meet the diverse needs of families and individuals across home, workplace, and community settings. Our professional team consists of counselors, therapists, social workers, parent educators, prevention specialists, and youth workers.

Services encompass individual and family counseling, structured after-school and youth programs, specialized counseling for sexual abuse and domestic violence, in-home parenting education, skill-building for youth with emotional and behavioral challenges, a youth mentoring program, and a training institute for human service professionals. We operate from office locations in Corning, Bath, Hornell, and satellite service locations.

Our Mission Statement:

Family Service Society, Inc. provides professional counseling and community services that empower individuals and families to deal more effectively with their challenges, enhancing the quality of their lives.

Our Values: Empowerment, Integrity, Excellence, Respect, Compassion, and Transparency

