

POSITION DESCRIPTION

Position Title: Director, Adult Bereavement Services

Reports To: Chief Executive Officer (CEO)

Supervisory Responsibilities: Volunteers and Interns

FLSA Classification: Exempt

Full-Time Equivalent: 1.0 (40 hours per week)

Hours of Work: 8:30am - 4:30pm, Flexible. Some evening/weekend required

Work Location: CaringMatters in Gaithersburg, MD. Ability to do some teleworking.

Date: October 2022

POSITION SUMMARY

The Director of Adult Bereavement Services is responsible for the management and coordination of support programs and services for adults who are grieving the death of a loved one. Current programs include both remote and in-person bereavement support groups, a weekend-long, bereaved caregivers' retreat, Tree-of-Love memorial ceremony, and community workshops and presentations. All programs and services target Montgomery County residents. The Director is expected to work to expand the number of people served and create new programs in response to unmet needs with a particular focus on racially/ethnically diverse and/or low-income residents.

RESPONSIBILITIES

Program Design and Delivery

- Responds to calls/email requests for information, crisis problem-solving, and referrals to community resources
- Completes intakes for program enrollment
- For current and new programs, ensures that
 - Program goals align with agency's mission and current Three-Year Strategic Plan
 - Population to be served is clearly identified with outreach/marketing plan
 - Program design will yield intended outcomes for clients; updates are made as needed
 - Implementation tasks and timeline is established and monitored
 - Ensure that programs have the necessary staff and volunteer support and other resources
 - Ensure compliance with program policies and procedures
- Works to ensure that all elements of the Adult Bereavement Program area are culturally competent, promoting inclusion and equity for all diverse populations
- Maintains oversight and accountability for program spending

Volunteer Recruitment, Training and Support

- Participates in the agency's efforts to recruit, train, coordinate and mentor volunteers, bereavement support groups and bereaved caregiver's retreat
- Ensures that volunteers complete and submit required forms
- Designs and delivers initial pre-program training of volunteers
- Provides ongoing mentorship and support through individual and group methods
- Monitor the volunteers' submission of hours served and any other essential information

Community Engagement

- Interacts with a wide range of community stakeholders to identify unmet bereavement support service needs among the county's diverse populations
- Establishes relationships with community agencies for referrals and collaboration

Data Analysis for Accountability

- Directly and with volunteer assistance, maintain records and data related to clients and program delivery amounts in Access database
- Develop and ensure the collection of data regarding program satisfaction and client outcomes.
- Utilize evaluation findings to improve and expand programming

Other

- Support fund development efforts, especially working with the Grants Specialist on proposals
- Provide presentations and supportive workshops to community groups
- Keep abreast of effective programs and practices in the Adult Bereavement field

QUALIFICATIONS:**Education:**

- Bachelor's required. Master's preferred in counseling, social work, thanatology or related field
- Specialized experience in bereavement support a plus

Experience & Skills:

- At least 3 years working in programs that address people who are coping with loss and grief, including those due to long-term illness, as well as sudden, traumatic death, such as accidents, suicide, homicide, accidental overdose, etc.
- Understanding of the grief process and best practices for providing support
- Proven skills in program coordination, preferably in a non-profit organization
- Experience recruiting, training, mentoring, and managing volunteers
- Outstanding relationship-building skills with clients, volunteers, colleagues, and the community
- Demonstrated ability to embrace culturally diverse populations
- Ability to maintain confidential information
- Excellent proactive problem-solving skills
- Exceptional interpersonal, oral and written communication skills
- Superior organizational skills to manage multiple priorities in a complex work environment
- Effective time management and attention to detail required
- Ability to work as part of a team in a service-oriented environment
- Proficient in Microsoft Office, Zoom, and comfortable learning and using databases
- Bi-lingual (English/Spanish) strongly preferred