



Director of Social Services

Face to Face, Inc. is a comprehensive human service organization in the Germantown section of Philadelphia. Face to Face serves hundreds of people in need each year through its Dining Room, Health Center, Social Services Program, Legal Center, Arts Program, and “washeteria.” Through an approach of hospitality, mutuality, and transformation, we provide a safe environment and practical tools through which our clients can confront personal challenges, empower their lives, and fulfill their unique potential.

Face to Face's Social Service Center provides high quality social services to low-income people in the greater Germantown section of Philadelphia. Clients are referred to the Social Service Center through local churches, state representative offices, community organizations and others.

This is a **30 hour per week** position. This position includes intake of clients on **Monday, Thursday, Friday and Saturday from 10:00-2:00pm. The remaining hours will consist of appointments, phone calls and documentation.**

Responsibilities:

- Oversee each step of the Social Service Center’s direct services with clients.
- Refer clients to other programs within Face to Face for a wholistic approach to services.
- Work with Program Director to develop budget.
- Be able to delegate certain tasks to case aide to ensure client needs are met.
- Collaborate with external agencies to promote the services of Face to Face and develop relationships with these agencies to ensure client’s needs are met.
- Knowledge of available resources within the city of Philadelphia.
- Assess and interview clients to determine individual client needs and complete SDOH on each client.
- Review and analyze data in the Apricot system and develop strategies for program improvement based on data.
- Track client outcomes.
- Help organize projects of the Social Service Center such as coat and toiletry distribution and the ID program
- Engage families of Mercy Neighborhood Ministries.
- Enter and maintain data on each client and submit monthly reports.
- Attend monthly staff meetings and the organization’s annual retreat.
- Participate in Face to Face fundraising activities such as Turkey Trot and annual auction.
- Be an active member of any Face to Face assigned committee such as DEI, COVID task force or other newly formed committees.
- Supervise undergraduate degree students.
- Any other duties needed to help drive our vision, fulfill our mission, and abide by our organization’s values: Hospitality, Mutuality, Transformation

Qualifications:

The Social Worker should have a Bachelor's in Social Work, Sociology, Counseling or other related degree; Master's level preferred. The candidate must possess excellent oral, written and presentation skills. Candidates for this position must have strong organizational and interpersonal skills, be able to work with diverse populations, and work creatively with limited resources. In addition, the ability to develop working and professional relationships in the social service community, as well as in the healthcare and legal communities, is critical. The most critical component of position is the ability to listen with empathy and compassion.

The Social Worker reports to the Director of Programs and is responsible for working with the Director of Programs to fulfill annual program objectives.

Face to Face is an equal opportunity employer. We encourage applications from people of color, women, people who identify as LGBTQ, people who have experienced poverty or homelessness and people who have had contact with the juvenile justice, criminal justice, or child welfare systems.

Part-time hours: 30 per week

Job Type: Part-time

Pay: Up to \$24.00 per hour

COVID-19 considerations:

All employees & guests are required to wear masks. Our building is cleaned and sanitized daily and all CDC/City protocols are followed for the safest work environment we can provide.

To Apply:

Send cover letter and resume to Adrienne Smythe at adrienne@facetofacegermantown.org