



*Dove, Inc, established in 1970, is a multi-program social service agency working to meet unmet needs and to find solutions to social injustices.*

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## **Dove Financial Assistance • DFA**

### **Program Director Job Description**

DFA is one of a team of five community outreach, volunteer driven based programs and one of the seven program areas of Dove, Inc. DFA is a local program, providing service to Macon, Moultrie, Piatt, DeWitt and Shelby Counties.

#### **GENERAL RESPONSIBILITIES**

The DFA Program Director is responsible for managing the Dove Financial Assistance Program. DFA coordinates the disbursement of funds donated to help persons who have a one-time emergency financial need. DFA serves families and individuals in need in Macon, Moultrie, DeWitt, Shelby and Piatt Counties. The Program Director also administers the Energy Assistance Foundation's Warm Neighbor/Cool Friends Program, to distribute foundation's money in Macon, Piatt and DeWitt Counties. The Program Director raises funds and helps keep funding sources informed on a regular basis about the persons served and resources needed.

#### **EXAMPLES OF WORK**

Provides supervision, support, training, scheduling and guidance to the DFA Program Specialist(s).

Works with current funders and initiates new ways to raise funds via congregations, grant sources and individuals, seeking donations from each county served.

Submits a monthly report to the funding sources and generates all reports needed by Dove.

Along with the Director of Volunteers and Community Relations, plan program awareness activities and public presentations on DFA. Makes presentations to community groups about the DFA Program and actively seeks opportunities to promote the program.

Generates paperwork and approve Specialist's paperwork to get checks issued from Dove's Finance Department.

Works with Finance Department on funding and financial reports.

Keeps a regular schedule of working with clients and work with specialists on:

- Interviews the clients about nature of assistance needed.
- Manages and returns phone calls regarding applications.
- Follows up with phone texts, jpgs, and emails for no-contact service.
- Contacts appropriate agencies to verify information on applications.
- Generates paperwork to get checks issued from Dove's Finance Department.
- Keeps accurate records of applications and client statistics via the "Oasis" software.
- Participates with and refers individuals to the Coordinated Entry System, housed at Homeward Bound, as appropriate.

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*page 2*

Actively work with other service providers which can be a resource for applicants.  
Active participation in the DFA Advisory Council.  
Attends and participates in required Dove staff meetings.  
Performs related duties as required.

### QUALIFICATIONS

Applicants should have experience and knowledge, including volunteer work or education, in provisions of social services to low-income clients in a respectful, courteous, and compassionate manner. The Program Director should demonstrate the ability to work cooperatively with other agencies and all Dove Programs. This position requires strong planning and organizational skills, supervisory skills and the applicant should be self-motivated and independent. A broad knowledge of central Illinois communities' resources is helpful for this position.

Applicants must have computer experience in Microsoft Business Suite and ability to learn Oasis software.

Applicants must be able to perform the following: Lift and carry 30-50 pounds, sit and/or stand for prolonged periods of time, bend, twist, stoop, or kneel, exhibit manual dexterity, vision correctable to 20/20 or sufficient to complete job responsibilities, including color recognition, hearing correctable in order to complete job responsibilities.

### SALARY AND BENEFITS

The introductory salary range for this position is \$51,000 to \$54,00 annually with annual raises depending on performance and available funds. Fringe benefits include paid holidays, monthly earned paid leave days, group health insurance, life and disability insurance, matching retirement fund, and an Employee Assistance Program.

### WORK CONDITIONS AND ENVIRONMENT

DFA is housed in free, shared space in four counties of service, Macon, Moultrie, Shelby and Piatt and in the Dove Offices, in Decatur and Clinton. This is a full-time position requiring 40 hours per week, must be flexible for presentations and meetings. The Program Director is supervised by the Director of Volunteers and Community Relations. This position is subject to the Fair Labor Standards Act.

DOVE, INC. IS AN EQUAL OPPORTUNITY EMPLOYER

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