



## **Position Description**

### **Deputy Director**

The Deputy Director (DD) reports to the Executive Director (ED) and has both internal and external facing responsibilities, including administrative duties, client service delivery, project management, program development activities, and human resource management. The DD will partner closely with the ED to chart the Quality of Life Foundation's Wounded Veteran Family Care Program growth and strategic response to an ever-increasing demand for services.

### **Responsibilities**

#### ***Client Service Delivery***

- Coordinate and review intake and assignments for all new Wounded Veteran Family Caregiver cases
- Provide ongoing oversight and support to FSC's in all areas as needed
- Ensure all documentation regarding cases of interactions with families and supporting organizations is accurately recorded in a timely fashion
- Foster and maintain relationships with various Veterans Affairs and Department of Defense Case Managers to allow advocacy and collaboration
- Solicit solutions from local businesses, national non-profits and other resources to meet clients' unmet needs as needed

#### ***Administrative Duties***

- Prepare monthly bookkeeping documentation
- Track expenses and payables
- Update monthly budget spreadsheets and reports
- Prepare and process time sheets and payroll
- Create and print memos, correspondence, reports, and other documents
- File papers and documents into appropriate files
- Prepare monthly, annual, and other reports as needed
- Work with ED to prepare annual budget
- Fulfill other administrative duties as needed

#### ***Program Development***

- Represent Quality of Life Foundation at industry-group conferences, professional associations, and other public venues.
- Support fund raising efforts of QoLF in all forms to include with other organizations and groups who are raising funds on behalf of the Quality of Life Foundation
- Seek partnerships/sponsorships with corporate organizations
- Develop and maintain strong relationships with government and non-profit organizations which support Wounded Warrior Families

### ***Human Resources Management***

- Assist with recruitment, hiring, and training of employees as well as volunteers
- Staff development to ensure employees and volunteers are equipped to provide the highest quality service to client families

### ***Project Management***

- Assist with other Agency activities as needed to ensure effective and quality programming, outreach, fundraising, and marketing opportunities
- Assist, plan, manage, and complete projects of various sizes and complexity ensuring they are completed on time and within resource allocation

### ***Core Skill Requirements:***

- Advanced computer skills
- Working knowledge of Microsoft Office Software including Access, Excel and Word
- Problem solving skills
- Working knowledge of internet search engines and social media applications
- Ability to execute multiple tasks while responding to multiple priorities
- Ability to work with efficiency and flexibility
- Ability to build and maintain relationships with a wide array of people – junior and senior, for-profit and nonprofit, and from diverse backgrounds
- Outstanding communication and interpersonal skills
- Self-starter, self disciplined
- Good listener
- Subject matter knowledge related to Department of Defense and Department of Veterans Affairs Wounded Warrior Support Programs