

**Lexington Hearing and Speech Center  
Job Description**

**Title: Family Services Director**

**Summary:**

**Serves as intake coordinator for families interested in and receiving LHSC clinical, education and care services. At the direction of the Executive Director, directly supervises the day-to-day operations of LHSC's audiology and speech pathology clinic, preschool, and day school programs by performing the following duties.**

**Essential Duties and Responsibilities:**

Family Services Director is the first point of contact for families interested in LHSC clinical, educational and care services. This position will work closely with staff and families from their initial induction through program graduation or clinic discharge.

Family Services Director works in collaboration with Executive Director and Program Directors to ensure program operations in accordance with LHSC's mission, board policy, best practices, licensing regulations, and community needs.

Directs and coordinates the working administration of LHSC's daily activities including: Front office operations, coordination of clinic schedules, and records management.

In collaboration with the Executive Director and Finance Director, assists in the fiscal management of LHSC including budget development, implementation, and evaluation through annual budget preparation and revision.

Provides administrative and executive support as directed by Executive Director on programs and projects, such as quarterly newsletter, special events, and internal resource management.

**Supervisory Responsibilities**

Supervises applicable administrative, clinical and educational personnel in accordance with LHSC's policies and applicable laws.

The Family Services Director is responsible for coordination of clinic staffing, employee development, and applicable staff evaluations.

The Family Services Director collaborates with Executive Director and Finance Director in supervising program directors regarding program expenditures and revenues per LHSC's budget parameters.

### **Minimum knowledge skills and abilities required**

Master's degree in deaf oral education, speech pathology, audiology or related field

or

Bachelor's degree in related field with at least five years applicable experience

Ability to communicate effectively with diverse groups of people, including clients, staff, volunteers and children.

Ability to comprehend and communicate principles of deaf oral education including clinical services, early intervention, cochlear implant services, audiological services, speech language services and day school services.

Ability to perform under pressure situations and to handle client needs professionally and effectively.

Ability to prioritize, organize and delegate job duties and responsibilities.

Ability to exercise confidentiality and good judgment in decision making.