

Position Title: **Programs Director**
Direct Supervisor: Executive Director

Full-time Position

GENERAL DESCRIPTION

The Programs Director will be responsible for providing leadership to the direct service programs of the WRC, staff development within the organization, and establishing a thriving organizational culture reflective of organization's Guiding Principles. The Programs Director reports to the Executive Director, serves on the leadership team, and provides supervision to each direct service program coordinator.

MUTUAL RESPONSIBILITIES

- A. Ensure continuity of services by sharing on-call responsibilities as the need arises or as assigned.
 - B. Receive and log donations on appropriate form and submit to Office Manager.
 - C. Meet weekly with supervisor, participating in the WRC's on-going Communications & Performance Evaluation Plan. Communicate with the supervisor clearly and in a timely manner any issues of performance.
 - D. Carry out other duties as assigned by the Executive Director.
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JOB RESPONSIBILITIES

A. Programs Direction

1. Provide oversight and support to the direct service programs (programs) of the WRC .
 2. Support and direct the Program Coordinators in managing direct services staff and day to day program operations.
 3. Coordinate with the Executive Director and program staff to ensure alignment between program practices and the organization's mission and vision, guiding principles, and grant requirements.
 4. Utilize relevant evaluation methods to assess program strengths and identify areas of improvement to inform programmatic strategic planning in line with organizational goals.
 5. Assess for and protect against internal and external program risks, in consultation with the Executive and Operations Directors.
 6. Carry out work in accordance with policies and guidelines established by the Board of Directors and Executive Director.
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B. Supervisory & Personnel Responsibilities

1. Directly supervise and consult with the Program Coordinators in the performance of their duties (Volunteer, Sexual Violence, Transitional Housing, Housing, Emergency Shelter, and Children's Counseling).
 2. Consult with Program Coordinators to ensure policy adherence.
 3. Support Program Coordinators in planning and organizing staff work schedules to maintain both continuity of services and reasonable employee work loads.
 4. Conduct orientation and staff training for all staff supervised by this position.
 5. Conduct bi-weekly supervision with direct reports and document ongoing performance.
 6. Work with the Program Coordinators when performance issues arise among their direct reports to conduct appropriate coaching or disciplinary action. Collaborate with the Operations and/or Executive Director as needed.
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C. Staff Development & Retention

1. Assist in the hiring process for Program Coordinators and direct service staff.
 2. Plan and execute monthly in-services based on program trends and staff development needs.
 3. Assist staff in accessing coaching or training as needed for professional development that meets organizational and professional goals.
 4. Approve and track Staff Development requests, working with staff to ensure they access Staff Development funds as available.
 5. Cultivate a culture of wellness among staff utilizing existing as well as creating new structures for appreciation, wellness, and team building/support.
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D. Community & Public Relations

1. Foster community relations and promote program visibility by participation in community-based collaborative projects.
 2. Work closely with staff in the development and maintenance of community relations on both program and agency levels. (e.g. law enforcement, social services, school systems)
 3. Maintain and develop appropriate relationships and communication with other agencies and professionals in the community and Commonwealth.
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E. Grants Management

1. Monitor grant deliverables, outcomes, and reports for all grants funding programs and staff under the scope of the position
 2. Coordinate with Operations Director to meet program budgets.
 3. Review relevant grant requirements with Program Coordinators as needed.
 4. Review and understand all grant reporting requirements for grants under scope of position.
 5. Submit reports in accordance with the grant guidelines, meeting all deadlines and ensuring the agency is in compliance with grant reporting requirements.
 6. May assist Executive Director in the development of grant proposals or applications.
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QUALIFICATIONS

- A. Master's Degree in leadership, human services, or related field and five years of experience in the field. Staff supervision experience required.
- B. Demonstrated ability to provide leadership and program coordination.
- C. Experience in trauma-informed services for victims of sexual and domestic violence.
- D. Ability to work effectively with direct service providers to facilitate program health and growth.
- E. Demonstrated initiative, patience, and ability to problem solve in collaboration with others.
- F. Excellent oral and written communication skills
- G. Crisis intervention training and service provision.
- H. Knowledge of physical plant management and computer operation.
- I. Ability to deliver WRC services in a culturally sensitive manner.
- J. Ability to work some evening, weekend, and holiday hours.

K. Driving is an essential function of this position. Must have reliable transportation, a valid driver's license, and be insurable through the WRC's insurance policy.
