



POSITION TITLE: Program Director - Specialty Program

JOB SUMMARY:

Provides overall management and direction to one or more programs including management of staff, developing/controlling budgets, developing/implementing policies and procedures, participating in obtaining funds/grants, and coordinating/integrating programs with others in the organization. This includes the hiring, onboarding, and training of assigned staff involved in the programs and initiatives.

ESSENTIAL FUNCTIONS:

- Manages assigned program(s) and subject area to maximize outcomes of initiatives and activities, including planning and implementation to ensure continuity of care in the provision of comprehensive services in the community.
- Directs all activities that fall under the assigned program(s) including personnel, facility, contracts, and program issues to ensure quality and fidelity of programming.
- Monitors, guides, and implements performance outcomes of programs to ensure goals are reached per timeline including the development of programmatic and administrative procedures to attain program goals and objectives.
- Oversees quality assurance of programs service delivery including clinical care and proper documentation.
- Supervises, oversees, and/or coordinates work of staff assigned to their assigned program(s).
- Provides feedback, coaching, and assistance to staff, both individually and in group settings, to advance program goals.
- Oversees program budgets including ensuring budgets function according to funder guidelines, organizational needs, and programmatic goals; monitors and works with staff to create and implement effective and efficient budgets.
- Interfaces with the Evaluation division to facilitate the design, collection, and utilization of program data.
- Collaborates with the marketing team to select and create marketing strategies for assigned programs.
- Actively and proactively problem solves as needed, encourages problem-solving and innovation within program, team, and organization.
- Effectively and proactively uses technology to advance program and subject area initiatives and assist and train staff and other parties as needed for optimal use of technology.
- Develop/maintain relationships with community organizations and leaders; maintain agreements with community organizations, serves on committees, working groups and other bodies as assigned.
- Reviews, edits, and/or writes narrative reports, documents, briefs, presentations, and summaries as assigned and as needed by key partners, funders, organizational units, and initiatives.
- Assists in the writing of grant proposals by providing key data and information related to subject area expertise.

An essential function of all employees is to provide excellent customer service by being professional and respectful in all interactions each day. It is also expected that all employees are timely and responsive in their communication with others.

NON-ESSENTIAL FUNCTIONS:

- Other duties as assigned

This list of functions is not intended to be exhaustive, but the job functions require the core competencies listed below. The organization reserves the right to revise this job description as needed to comply with actual job requirements.

COMPETENCIES:

Competencies describe the skills, knowledge, and attributes necessary to perform the job and these competencies should be demonstrated by all employees across the organization.

- **COMMUNICATION SKILLS** – The ability to express oneself clearly in conversations and interactions with others. The ability to express oneself clearly in business writing.
- **DELIVERS RESULTS** – Establishes high goals for organization success and personal accomplishment; meets or exceeds those goals; conveys a sense of urgency and drives issues to closure.
- **ACCOUNTABILITY** – Accepts responsibility for outcomes (positive or negative) of one's work; takes ownership for mistakes or missteps and refocuses efforts when necessary; holds self and others accountable for reaching short and long-term goals.
- **ATTENTION TO DETAIL** – Accomplishes tasks by considering all areas involved, no matter how small; shows concern for all aspects of the job; accurately checks processes and tasks; is watchful over a period of time.
- **PROBLEM ANALYSIS AND PROBLEM SOLVING** - Uses sound or logical judgment to spot and analyze problems, develop alternative solutions, and initiate corrective action.
- **BUILDING A HIGH PERFORMING TEAM** – Develops a capable, diverse, and cohesive team to maximize their collective skills and talents; motivates others to achieve the organization's goals; recognizes and rewards contributions.

COMPANY VALUES:

- **COLLABORATION** – We foster open and honest communication with our team and partners to advance the mission and strengthen our relationships.
- **RESPECT** —Our organization is strengthened by our shared commitment to each other, the communities we serve, and our thoughtful consideration of differing experiences and perspectives.

- **GROWTH** – We embrace our people’s unique talents and strengths, creating opportunities for them to explore their passions to be their best and grow authentically.

QUALIFICATIONS:

REQUIRED:

- At least a bachelor’s degree in early childhood education, social work, health, psychology, or related field.
- At least five years of experience working with families and young children.
- At least 4 years’ experience in supervision and non-profit/social services, preferably with a children/family focus.
- Experience representing an organization in the community and as a part of committees, work groups, teams, etc.
- Cultural competency concerning population served.
- Familiarity with community support systems, health care and human service resources, court and police activities, etc.
- A commitment to reflective supervision, data collection, and continuous quality improvement.
- Experience utilizing equipment (such as phone, laptop, tablet) to complete required job functions.
- Experience utilizing software such as Microsoft Office (Word, Excel, PowerPoint) and comfortable learning new software required for the position.
- Reliable transportation, valid driver’s license, and insurance required on vehicle used for work purposes (employee must be listed on insurance).

PREFERRED:

- Reads and writes in Spanish and English.
- Experience working with home-visiting or case management models.
- Grants management and reporting experience.

SKILLS:

REQUIRED:

- Skills in supervising, evaluating, and disciplining staff of professionals and paraprofessionals.
- Prolonged periods of sitting at a desk and working on a computer. May be required to stand for prolonged periods of time, climb stairs, and perform strenuous activity.
- Must be able to frequently lift and/or move up to 10 pounds.

PREFERRED:

- Clinical expertise in crisis intervention, skill in working with vulnerable populations where assessment and intervention may be needed.
- Ability to occasionally lift and/or move up to 50 pounds.

SPECIAL CONDITIONS:

- Thorough background screening upon hire including Local, State, and Federal Law check, Employment Reference check, DMV check, criminal records check.
- This position may require up to 25% local or out-of-state travel.
- Flexibility in days and hours available for scheduled work including weekends.
- New supervisors complete PAT Foundational and Model Implementation Training before delivering the PAT model or supervising parent educators (supported by MHP Salud).

JOB CLASS: Program Management

POSITION STATUS: Exempt

SUPERVISED BY: Chief Program Officer

LOCATION: While this is a remote position, the individual must reside in Central Florida

I have read and understand this job description and hereby certify that I am qualified to perform this job, with or without a reasonable accommodation.

Name (Print)

Employee Signature and Date

Supervisor's Name (Print)

Supervisor's Signature and Date