



## Director of Program Operations Job Description

<b>FLSA Status:</b>	Exempt
<b>Job Title:</b>	Director of Program Operations
<b>Status:</b>	Full-Time, 40 Hours/Week
<b>Pay Schedule:</b>	Salary
<b>Salary:</b>	\$50,000 - \$55,000 depending on experience
<b>Benefits:</b>	Health, Dental, Vision, Life, FSA, and Retirement Plan
<b>Department:</b>	Program
<b>Reports To:</b>	CEO

### Position Description

██████████ is looking for a professional with a Master of Social Work degree and has experience working with the low-income and ethnically diverse. The right candidate will have a passion for supporting our program participants as they seek to change the trajectory of their lives through personal growth and professional skills development. A background in trauma-informed practice, motivational interviewing and executive skill coaching is ideal to support our participants in program completion and long-term goal attainment and stability.

This individual will demonstrate leadership in achieving the ██████████ mission by setting a positive example, seeking innovation and thinking opportunistically. The right candidate will thrive in a fast-paced and changing work environment. They will have an open communication management style, and will be dedicated to helping women move out of poverty and into employment. This position reports to the CEO and manages a Job Coach and several MSW interns.

### Responsibilities

- **Program Operations.** Lead development of program curriculum design and direction, including planning program activities and securing and managing volunteers. Actively promote the integration of the program and business operations of ██████████.
- **Personnel and Volunteer Management.** Manage program staff. Identify volunteer needs, assist with volunteer recruitment and manage program volunteers. Establish and maintain a collaborative working relationship with fellow team members. Supervise social work candidates and other interns assigned to ██████████ program department.
- **Reporting and Evaluation.** Track program data and prepare monthly reports for all constituents. Assist 3<sup>rd</sup> party evaluators with their assessments, ensuring all necessary data is tracked and provided. Provide reports for grant funding as needed.
- **Community Outreach and Stakeholder relations.** Represent ██████████ in the community to prospective employers, referral partners and other community organizations on the self-sufficiency continuum. Identify and cultivate new partners.
- **Coaching and Case Management.** Serve as a role model and coach program participants in job readiness, life skills and basic needs development.



- **Payroll Supervision.** Work with Controller and other staff to review and approve hours for Program Participants' payroll.

#### **Qualifications:**

- Master of Social Work degree
- Set a positive example, seek innovation and think opportunistically
- Demonstrated expertise with Microsoft Office software
- Big picture thinking to quickly understand the details of [REDACTED] and the overarching strategy and goals, seeking innovative and creative solutions to help drive program results
- A minimum of 3-5 years of work experience, preferably with job readiness training and life skills training programs, services and principles. Experience in a social enterprise a plus.
- Outstanding communications skills and ability to work in a team environment and the ability to interact effectively with diverse groups, including management staff, clients, funders, vendors and board members.
- Proven success working in a multi-faceted, multi-task environment. Demonstrated flexibility and adaptability.
- Excellent and effective verbal, written and analytical skills, including the ability to plan, coordinate and schedule work flow.

#### **Acknowledgement:**

Other than the completion of marginal functions, all of the above duties and responsibilities are essential service position functions subject to reasonable accommodation. All position requirements listed indicate the minimum level of knowledge, skills, and/or ability deemed necessary to perform the duties proficiently. This position description is not to be construed as an exhaustive statement of duties, responsibilities, or requirements. Individuals may be required to perform any other position-related instructions as requested by their supervisor, subject to reasonable accommodation. This position announcement is not all inclusive.

[REDACTED] does not discriminate on the basis of race, color, national origin, sex, age, political affiliation, sexual orientation, disability and/or religion. Reasonable accommodations may be provided upon request. If you are a person with a disability and you would like to request an accommodation, please contact Human Resources at [REDACTED]

Interested individuals should submit an electronic cover letter and resume, along with your favorite inspirational quote, an example of how someone would describe you to others and what you are passionate about via email to [REDACTED] by Friday, 15 June 2018. Please include the following in your subject line: "Director of Program Operations Position."

NO PHONE CALLS PLEASE. We will begin contacting candidates regarding the next phase of the applicant process the week of 18 June 2018.

#### **About**

[REDACTED] is a social enterprise that offers a transitional job in manufacturing designed to provide immediate income, arrange support services to overcome barriers to employment and teach the job readiness skills needed to get and keep a job. Program participants come from backgrounds of chronic unemployment and poverty, and the program helps them develop the work and interpersonal skills needed to function independently in the workplace and community.