

Director of Program Services Job Description

May 2018

As an affiliate of an international membership organization, the YWCA Sonoma County has devoted the past 40 years to empowering women and affirming the worth of all people, regardless of gender or race.

At the heart of the YWCA's programs is our domestic violence services. We provide a wide range of services to victims of domestic violence and their children so they can heal, become self-sufficient, and return productively to the community.

Position: Director of Program Services
Department: Administration
Reports To: Chief Executive Officer

Salary:
Pay Basis: Salary
FLSA Status: Exempt
Benefits: 1.0 FTE

Position Summary

Directs operations for programs provided through the YWCA Sonoma County. Provides leadership, supervision and training to the management, programming and volunteer staff. Oversees the planning, implementation and evaluation of agency programs. Expands and strengthens a positive community image and develops staff and volunteers in a manner that reflects the vision, mission and goals of the YWCA Sonoma County. Contributes to grant administration and the financial management of YWCA programs.

Essential Tasks

Management and Supervision

- Provides direct supervision to the program management team and assigned staff. Includes responsibility for recruitment, hiring, evaluation and termination of direct reports. Assists with succession planning for key positions. In conjunction with the management team, responsible for overall supervision of program staff and volunteers.
- Assures that programs are properly staffed, directs management activities and supports the management team to recruit, hire, assign, supervise, evaluate and terminate program staff.
- Develops and implements processes that promote consistent expectations for performance among management and staff.
- Carries out supervisory responsibilities in accordance with the organization's policies and with all applicable laws and regulations.
- Provides support and training to the program management team and assigned staff. This includes, but is not limited to, orientation to services, service delivery procedures, managing records, crisis intervention, and problem resolution. In coordination with management, designs and implements professional development activities for program staff and provides oversight of staff and volunteer training and development opportunities.
- Provides all other aspects of staff support/supervision as needed.

Program Planning and Implementation

- In collaboration with the management team, funding sources, and other affiliated agency staff, responsible for the development and coordination of agency wide services. Continually seeks ways to improve or enhance services.
- Provides leadership to the management team and program staff in developing and maintaining a planning process with long and/or short-range objectives that define the needs of clients and addresses these through programming, grant deliverables and advocacy.

- Responsible for ensuring that services are provided in a manner that meets the support needs of each individual and simultaneously addresses safety and emergency procedures. This includes implementing procedures to handle crisis intervention.
- In coordination with the Chief Executive Officer and management team, develops annual departmental goals in keeping with agency strategic goals and customer feedback. Uses the weekly Program Report based on ETO data as a management tool for enhancing employee productivity and program results.
- Provides oversight of all program records including client records, statistical data, financial records, contractual reporting and other program-related documents to ensure an above average audit by any and all auditing agencies.
- Coordinates all other aspects of service delivery as needed.

Community Outreach

- Works effectively as part of the management team to accomplish the mission of the organization. This includes developing and maintaining positive relations with other YWCA programs, government agencies, human service providers, law enforcement, and other entities that provide services which overlap with programs provided by the YWCA Sonoma County.
- In coordination with the Chief Executive Officer and other agency affiliates, participates in outreach efforts of the YWCA Sonoma County. This includes participation in local, regional, and statewide events.

Financial Management

- In collaboration with the Chief Executive Officer and Chief Financial Officer, participates in the development and monitoring of the fiscal aspects of the programs. This includes contractual reporting on service goals and objectives and assuring adequate financing for program operating needs and long-term goals.

Grant Administration

- Under the direction of the Chief Executive Officer and in collaboration with the Chief Financial Officer, contracted grant writer, data/IT Administrator, and management team, responsible for the reporting aspects of grants and government contracts. This includes coordination of the following; the development, assembly and submission of grant proposals and contract renewals, tracking grants submissions, and reporting to funding sources.

Administration

- Facilitates regular meetings with management and program staff to share and gather information.
- Oversees the administrative functions of the programs ensuring compliance with all applicable local, state, and federal standards and regulations.
- Develops systems and methods for handling specific responsibilities of the position.

Other Duties

These are tasks that are available for reassignment should the need for reasonable accommodation arise.

- Performs other duties as requested.

Key Behavioral Traits

The consistent display of these behaviors is essential to continued employment:

- **Professionalism:** Treats others with respect. Accepts feedback without defensiveness. Understands needs of the organization might outweigh personal feelings and still provides diligent and careful work product.
- **Good Judgment:** Considers impact of personal and professional choices. Consistently makes decisions in keeping with organizational values, supervisor's direction and common sense.
- **Problem Solving:** Able to handle common problems without supervisor intervention while knowing when supervisor participation is warranted. Able to foresee when actions might have consequences to others and communicates appropriately before implementing changes.

- **Organizational Culture:** A commitment to the agency's mission of the YWCA. Familiarity or experience with issues that impact the lives of people supported by the YWCA. Sensitive to issues of confidentiality and diversity.

Prerequisite Qualifications

The candidate must meet the following criteria in order to be considered for employment in this position:

- Five (5) years' experience in a human service setting
- Three (3) years' experience supervising multiple staff
- Two (2) years' experience with program development in a social service setting
- Bachelor's degree in social work or related field preferred
- First aid and CPR certificates a plus
- Prior to employment, obtain fingerprint clearance and pass TB testing
- Prior to employment, must pass pre-employment physical and drug test
- Valid CA driver's license and current auto insurance

Knowledge & Skills:

- Knowledge of human resource laws in regard to hiring, evaluation, discipline and supervision of employees.
- Experience with Windows operating system, Microsoft Office and database reporting.

Ability to:

- Learn and understand the dynamics of the cycle of domestic violence and prevention strategies.
- Maintain orderly work environment and perform tasks in a prescribed and safe manner. Maintain and improve professional skills and knowledge. Establish and maintain cooperative working relationships with agencies and individuals contacted during performance of job duties. Be flexible and receptive to suggestions, input and change. Operate modern office equipment, including computer, phone, fax, copier, etc. Understand and carry out both oral and written instructions in an independent manner. Communicate effectively and tactfully in both oral and written forms.
- Administer basic first aid and CPR

Supplemental Qualifications

The candidate who possesses the following skill(s) is preferred over an otherwise equally-qualified candidate:

- Proficiency in another language other than English, specifically, Spanish or other locally significant languages

Physical Requirements

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Candidate must be able to lift up to 50 pounds
- Movement within office environment
- Ability to write by hand and use keyboard to perform general office functions
- Ability to communicate by speech and hearing continuously
- Visual acuity (close, distant, peripheral vision and the ability to adjust focus and view accurate color perception) needed for detail work, and computer use
- Ability to sit for extended periods of time

TO APPLY: Please submit resume & cover letter to moconnell@ywcasc.org with "Director of Program Services" in subject line.

- Thank you for your interest in employment with the YWCA. We may be unable to respond to every individual submission due to a high volume of applicants. Please do not telephone. Applicants who do not follow the application procedure are immediately disqualified.