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| Position Title: Director of Programs | | Date Revised: August 5, 2022 | |
| Reports To: Executive Director | Hourly: Exempt: X | Full Time: X 40 hrs. Part Time: | Approved: Sean Reed Jr. |

Position Summary

Reporting to the Executive Director, the Director of Programs is responsible for overall program oversight, day to day program operation, as well as planning, coordinating and supervising assigned programs. The Director of Programs functions as a member of the senior management team and participates in all administrative team meetings as required. Duties include managing program contracts, program budgets, staff hiring and termination, supervision, completing funding reports interfacing with funders and providers, and program development/implementation.

Essential Job Functions

- Ensures that programs are staffed with qualified, productive staff through effective hiring, promotion and termination decisions.
- Provides direction to direct service staff in assigned programs including agency volunteers and student interns.
- Oversees supervision of staff including performing job evaluations, assessing staff development needs, and addressing performance issues within their team.
- Manages agency contracts in assigned programs to ensure:
 - Compliance with regulatory requirements.
 - Coordination of all required program reports to funders, which will include both program and fiscal reports in a timely fashion.
 - Continuous quality improvement needs are identified and addressed.
 - Effective relationships with funders, partner agencies, and collaterals.
 - Fiscal and programmatic requirements are met inclusive of, but not limited to:
 - Monitoring program outcome and service industry.
 - Work in collaboration with the fiscal department to review program vouchers prior to submission to Executive Director for approval.
 - Provide assistance and suggestions on budget and spending decisions within assigned programs areas.
- Works with Executive Director and Financial Manager to secure new revenue streams through grant writing, fundraising and external business development.
- Maintains positive and effective internal and external relationships.

Duties and Responsibilities

- Provide direction to program staff on a weekly and monthly basis, plan/attend staff meetings, onboard, train and orient new staff to their positions.
- Represent the agency and Executive Director at external meetings and functions.
- Attend Board meetings and Board program committee meetings.

- Ensure that the physical plant is maintained according to health and safety codes and regulatory requirements.
- Manage cultural diversity effectively to ensure that the unique strengths of all staff are maximized, communication within the program is open and services are delivered in a culturally competent manner.
- Produce ongoing statistical and narrative reports as required by the agency and by regulatory and/or funding bodies. Maintain required program certifications.
- Initiate personnel recruitment and participate in selection, provide supervision and address terminations as well as annual performance evaluations to ensure high quality service.
- Participate in the coordination of program development; consult with program staff in setting, achieving and evaluating program objectives and goals.
- Develop and maintain effective relationships with other service providers and community organizations in the interest of clients and program goals.
- Demonstrate competency in and ability to carry out all agency policies and procedures.
- Develop and revise program policies and procedures as needed with approval of Executive Director.
- Attend and participate in supervisory conferences, staff meetings and orientation sessions as required.
- Handle emergency situations which may require flexibility of time and area of assignment; includes providing after hour coverage as needed.
- Perform other related tasks as assigned.

Qualifications

A Master's Degree in human services or related field with at least 5 years of progressive supervisory/administrative experience preferred.

Required Skills and Abilities

- Sensitive to cultural differences and able to incorporate that into service provision.
- Effective at prioritizing workload and responding to emerging needs.
- Demonstrates knowledge in areas supervised and can serve as a resource to staff.
- Excellent verbal and written communication skills internally and externally.
- Microsoft 365 Outlook experience.

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| Employee Printed Name | Date |
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| Employee Signature | Date |
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Please send Cover letter, resume and (3) References to:

Sean Reed Jr.
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