



Job Title: Program Services Director

Supervisor: Executive Director

Purpose of the Job:

The Program Services Director has oversight, management and supervision of all of the programs and services at the agency. Develop and maintain mission driven sustainable programs and services using varied funding sources, consistent with the agency's strategic plan. Work with Program Directors, Finance and Executive Director to create, monitor and report on progress of work plans and program budgets.

Required Knowledge, Skills and Abilities:

- License in Clinical Social Work or Masters' Degree in Social Work and demonstrated skills and experience in the provision, supervision and management of various clinical and case management services including programs for victims of domestic and sexual violence and child abuse.
- 5 years' experience in effective program management and supervision with work history demonstrating progressively increased responsibility and promotion within the social services field;
- Knowledge and skills in social service best practices, and experience in program development, budgeting, fiscal accountability and business management;
- Experience in program management and evaluation, leadership, effective team building and demonstrated skills in oral and written communication;
- Ability to effectively work with and serve the community in York, Chester, Lancaster and Union counties
- Organizational skills and ability to troubleshoot, handle crises and prioritize work frequently in order to address immediate issues while keeping on target to reach established goals and objectives;
- Ability to use a personal vehicle at times for transportation to meetings and occasionally working evenings and weekends;
- Skills in the use of computers and related technology including but not limited to internet, email and databases;
- Demonstrated ability to maintain professional and ethical competency;
- Ability to ensure compliance with grants and contracts with a variety of funders with varied guidelines, rules and program and reporting requirements;
- Ability to develop and adhere to program budget and work plan, identify programs' progress and challenges related to set goals, trouble shoot problems and make course corrections as necessary;
- Demonstrated ability to analyze data, use critical thinking, innovation and creativity towards the achievement of agency program goals and objectives;
- Ability to effectively use supervision to problem solve and find solutions to program and other related issues;
- Ability to create evaluation plans and determine outcome measurements that address program specific goals:

Job Responsibilities:

Management:

- Participate on the agency's management team, demonstrating a commitment to building, cooperation and collaboration among managers, staff, programs and departments;
- Ensure the development and implementation of annual program work plans including program goals and measurable outcomes consistent with the agency's strategic plan;
- Develop and maintain program procedures and guidelines and the highest quality standards of practice in collaboration with manager and staff by encouraging ethical and professional competency and conduct among program staff;
- Work collaboratively with the management team to participate in the development of program, project and agency budgets and monitor monthly financial reports to ensure that programs are on target for meeting both program and agency fiscal goals;
- Submit monthly reports that include an analysis of program and fiscal data with solutions for how to address deviations from the original plans;

Quality Assurance:

- Work with Program Directors to ensure that program evaluations address desired outcomes, are conducted consistently, and that the data is fully analyzed and reported to the Executive Director and other appropriate parties to ensure program effectiveness;
- Serve as the agency Quality Improvement Committee Chair and be responsible for the agency's compliance with HIPAA regulations, statutory ethical requirements and all organizational policies, procedures and legal requirements related to program services;
- Assist in fund development practices by identifying and reporting community and program needs, program and services descriptions, outcomes and achievements to the Executive Director and development staff for the purposes of grant applications, reports, publicity and marketing;

Community Building and Program Development:

- Participate in efforts to strengthen and build partnerships with other organizations aimed at fostering the development of collaborative projects;
- Engage in community outreach promoting Safe Passage's programs and services to increase the agency's visibility with partner agencies and potential donors;

Reporting:

- Monitor programs' compliance with contractual agreements and grant requirements to ensure the accuracy of our reporting and that all deadlines are met;
- Provide monthly reports to the Executive Director regarding programs' productivity and progress, ensuring that all staff resources are used effectively to promote an efficient service delivery system and report any problems or incidents as they arise;
- Attend Board meetings as necessary to educate Board members about agency programs, community needs, program recommendations, and provide outcomes and evaluation reports on the impact of the agency's programs and services;

Staff Development and Supervision:

- Facilitate program services meetings and arrange for and/or facilitate in-service trainings for staff;
- Participate in the recruitment, hiring, supervision and performance evaluation of Program Directors identifying goals and benchmarks for professional development and/or improvement. Ensure that supervision provides the highest degree of professionalism, autonomy, quality of service and collaboration between staff an agency programs;
- Whenever necessary, provide consultation to other agency staff regarding cases that require case management, oversight, supervision and service planning;

Other duties as assigned**Working Conditions:**

- Most work is conducted in an office environment with moderate to extensive phone use
- Position requires sitting at a desk for up to 8 hours per day with minimal movement throughout the office.
- Work is occasionally conducted in the community and as such requires occasional walking, standing, driving, and/or use public transportation
- Extensive use of computer, video terminal, and keyboarding; use of hands for repetitive grasping, pushing and pulling, fine manipulation
- Will occasionally bend, squat, climb
- Work is light in nature, lifting maximum of 30 lbs
- Occasional lifting and/or carrying of objects weighing up to 20 lbs