



Job Description

Job Title	Director of Programs		
Reports to:	Chief Operations Officer	Department:	Operations/Programs
Employee Type:	Regular, Full-Time	Classification:	Exempt
Supervisory Responsibilities:	Yes	Number of Employees:	4-10

Position Summary:	The Director of Programs is responsible for working in collaboration with the Chief Operations Officer to design, develop, execute and evaluate programs based on community needs and funding requirements. Specifically, the Director of Programs develops and oversees a portfolio of programs and related services as well as evaluates the effectiveness of programs to provide ongoing feedback and continuous improvement. In addition, the Director of Programs is responsible for managing case management services that meet the needs of those served by THAW.
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Essential Functions

- Oversee the design, coordination, integration, and delivery of all programs, human service contracts and related services
- Promoting collaborative relationships between program areas and ensuring that the expectations of funders, partners, customers, and other stakeholders are consistently met
- Develop and foster relationships with community organizations
- Lead efforts to identify programming opportunities that will benefit THAW customers
- Responsible for oversight of programmatic outcomes and ensuring compliance with applicable regulations
- Partner with Director of Operations and Chief Administrative Officer to identify gaps in service and establish improvement action plans and training
- Collaborate with internal and external stakeholders to analyze potential opportunities for expansion of existing programming and/or new opportunities to meet customer needs
- Maintain up to date knowledge and statistical information about THAW’s target population. Utilize data in decision making for advocacy, program planning and outcome measures
- Develop an assessment protocol to determine the feasibility and sustainability of programs as well as ensure effective and efficient service delivery model, in partnership with Director of Operations
- Identify key performance metrics to determine effectiveness of programs and delivery of services
- Directly supervise program staff and case managers to build, coach and motivate direct reports to achieve high team performance and improve program outcomes
- Develop program budgets in partnership with Director of Operations and finance department, and monitor program spending to ensure appropriate and timely spending of funds
- Provide input and support for timely submission of grant proposals, requests for proposals and



other applications for funding

- Spearhead the design and implementation of case management model inclusive of assessment, planning, coordinating, monitoring and evaluating options and services required to effectively meet the needs of customers with available resources

Skills and Abilities

- Ability to effectively communicate orally and in writing. Quick thinking, personal poise, and public speaking ability necessary to represent THAW in all circumstances.
- Ability to collect, analyze, organize, and present complicated information, including financial data.
- Computer literacy in database, reporting and Microsoft Office Platform.
- Ability to work effectively with people and organizations of diverse socioeconomic, racial, cultural, educational and professional backgrounds.
- Skills in networking and community organizing.
- Flexible approach to problem solving, programming and administration is essential.
- Ability to understand and operationalize federal and state regulations.
- Ability to demonstrate effective problem-solving, critical thinking and decision-making skills.
- Excellent interpersonal skills demonstrating tact, courtesy, and empathy

Education

- Master's degree in Social Work, Human Services, Public Administration or related field. LMSW required.

Experience

- Minimum 5 years' experience in experience in a non-profit agency, particularly human services working with vulnerable populations.
- Five to seven years of related and progressively more responsible work experience in program development, evaluation and analysis, human and/or community support services, case management and supervision.

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