

JOHN HOPE SETTLEMENT HOUSE

JOB POSTING

TITLE: Director of Programs
DEPARTMENT: Administration
REPORTS TO: President/CEO
STATUS: Full-Time

SUMMARY:

The Director of Programs reports to the President/CEO and will provide leadership, strategic direction, management and coordination for all John Hope Settlement House (JHSH) programs and services. The Director of Programs will work in close collaboration with the President/CEO, senior staff, and other staff within the organization to fulfill the mission of JHSH. This position will collaborate with leaders in the organization to ensure delivery of high quality, effective and efficient services to the children, youth and families served.

DUTIES:

- Plan and implement a progressive vision and strategic direction for programs and services;
- Develop, implement and assess programs and services appropriate to the needs of children, youth, and families served;
- Develop and monitor a centralized intake process for JHSH;
- Work effectively and collaboratively with community providers to develop and strengthen the delivery of services through networks, collaboratives, and affiliations;
- Develop and reinforce the integration of services and resources available to program participants throughout John Hope;
- Participate in and lead strategic planning, administrative activities, special projects and oversight of the daily operations of JHS programs and services;
- Serve as a liaison and advocate for JHSH within the community to support strategic partnerships, garner awareness for programs, and stay abreast of best practices in the field;
- Represent JHSH at the request of the President/CEO in a variety of forums;
- Serve as a member of the President/CEO's senior management team;
- Oversee employee development activities including training and supervision of JHSH personnel designed to ensure the highest quality program services;
- Develop and assess systems to monitor staff productivity and billing;
- Coach, mentor, teach and demonstrate competencies appropriate to the situation;
- Participate in the recruitment, selection, promotion, development, and if necessary, the termination of staff;
- Supervise and support the professional development of subordinate directors, managers and supervisors;
- Provide supervision to subordinate managers so they successfully meet their goals in all functional areas including resource development, program service delivery, revenue & expense management, and employee recruitment, development & retention;
- Participate in the development, implementation, and monitoring of the annual budget;

- Work collaboratively with the Director of Development, the Chief Financial Officer, and others to identify and prepare proposals in application for funds and resources to support the work of JHSH;
- Promote an efficient and effective organizational culture of service, cooperation, and efficiency, with the highest levels of customer and employee satisfaction;
- Assist, support, and manage compliance efforts with applicable local, State and Federal laws and regulations and accrediting bodies, including HIPAA, Medicaid, DHHS and, DCYF.
- Participate in contact negotiations with various parties for the delivery of, or the receipt of, goods and services;
- Establish programmatic benchmarks and data tracking systems to monitor each program's progress in achieving goals and desired outcomes;
- Serve as staff liaison at JHSH board meetings and board committees as appropriate;
- Complete and submit required documentation in a timely and quality manner;
- Handle multiple assignments/projects simultaneously;
- Exercise sound judgment and display strong tact and diplomacy;
- Take initiative in finding solutions to difficult and/or sensitive problems;
- Attend and participate in required meetings;
- Attend and participate in professional development activities;
- Implement measures to keep JHSH aligned with its Mission, Vision & Core Values;
- Adhere to appropriate code of ethics, and
- Perform other duties as assigned.

QUALIFICATIONS:

- 7+ years of relevant work experience as a senior manager in a nonprofit human services organization;
- Advanced degree required;
- A strong belief in leveling the playing field for young people growing up in underserved communities;
- Experience managing staff and the ability to facilitate collaboration and achieve results among multiple programs or projects;
- Strong analytic skills - able to make strategic and tactical decisions through data collection and data analysis;
- Excellent meeting facilitation and problem solving skills;
- Excellent verbal and written communication skills with a customer-service orientation;
- Commitment to high standards of excellence;
- Strong organizational and relationship management skills;
- Skill in prioritizing when competing needs exceed resources;
- Ability to lead, manage, and work in a team environment;
- Demonstrated experience in managing people and budgets;
- Ability to work in a hands-on environment with limited resources;
- Literacy and knowledge of computerized client data base management software;
- Proficient in MS office, the Internet and email;
- Ability to effectively gain the respect and support of various constituencies, including board and staff members, donors, foundations, community members, program participants, and civic leaders;
- A proven track record of building a competent professional workforce;
- Committed and enthusiastic about John Hope's mission and programs;

- Straightforward, self-motivated, and diplomatic - sharing information readily, listening as well as giving advice, and respecting the abilities of others;
- Strong strategic management and planning skills;
- Proven public speaking skills, and
- A strategist who is adept at planning, prioritizing, multi-tasking, organizing and following through while remaining highly energetic, positive, and focused.

EQUAL OPPORTUNITY EMPLOYER

John Hope Settlement House is an Equal Employment Opportunity Employer. We do not discriminate in our employment practices on the basis of race, color, sex, religion, age, national origin, sexual orientation or veterans' status.

To apply please send resume and cover letter to:

HR@JohnHope.org

**Human Resources
John Hope Settlement House
7 Thomas P. Whitten Way
Providence, RI 02903**

Posted: 9/15/11