

JOB DESCRIPTION

Date: July 29, 2010

ywca Job Title: Director of Programs Classification: VIII
 Program/Department: Administration Exempt: Nonexempt:
 Immediate Supervisor's Job Title: Executive Director

POSITION SUMMARY AND PREFERRED QUALIFICATIONS

POSITION SUMMARY: Explain the purpose for the position and summarize the responsibilities.

The Director of Programs serves as our organizational leader for the ongoing development of **ywca clark county's** programs. The DP supervises all program managers and directors, supports the planning and implementation of strategies that sustain and grow our programs, and assists in securing resources to support our programs and meet the **ywca clark county's** mission. The DP works in partnership with the Executive Director, Director of Finance and Administration, Director of Development and Communications, Management Team, and Board of Directors.

REQUIRED QUALIFICATIONS: Specify required minimum equivalency for education, experience, skills, information systems knowledge, etc.

1. Bachelor degree, preferably in social services or a related field.
2. Minimum of five years of program management experience, including staff and volunteer supervision and budget creation and management.
3. Demonstrated ability to provide service leadership and empowering support to multiple staff members at a time.
4. Strong verbal and written communication skills, in English.
5. Experience with public speaking. Ability to effectively present program information to general audiences and respond to questions from staff and board members, as well as public officials, community leaders, and other community members.
6. Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, government regulations, financial reports, legal documents, and budgets.
7. Ability to write reports, business correspondence, and procedure manuals.
8. Ability to respond clearly, respectfully, and diplomatically to inquiries and complaints from members of the community, nonprofit organizations, and government agencies.
9. Ability to communicate respectfully and effectively with people from diverse backgrounds.
10. Ability to work with people in an empowering, supportive, and constructive manner.
11. Ability to work effectively in groups as a facilitator, leader, and participant.
12. Ability to organize paperwork, computer files, and time.
13. Ability to operate office machinery, including computers.
14. Proficiency in Microsoft Office Suite, with strong proficiency in Excel.

PREFERRED QUALIFICATIONS: Specify preferred specialized education, field and/or certifications.

1. Graduate degree in social work or a related field.
2. Experience with developing and facilitating workshops.
3. Experience with government grant management.
4. Track record in developing and implementing annual and strategic plans for a department or team.

DIVERSITY: We celebrate and respect our differences and recognize the dignity of each individual.	CORE VALUE EXPECTATIONS
	<ul style="list-style-type: none"> ▪ Respects and celebrates differences in backgrounds, lifestyles, viewpoints, and needs, with regard to race, ethnicity, gender, sexual orientation, religion, physical ability, and other differences ▪ Promotes cooperation and a welcoming environment for all ▪ Pursues knowledge of diversity and inclusion
	POSITION SPECIFIC RESPONSIBILITIES
	<ul style="list-style-type: none"> ▪ Serves as a role model and leader for promoting diversity and inclusion throughout the organization. ▪ Participates in diversity-related workshops at ywca clark county and in the community. ▪ Ensures that program staff members are participating in diversity-related workshops and events. ▪ Ensures that program managers and directors are supporting their departments' representatives to the Diversity Leadership Team.

TEAMWORK: We cooperate to achieve our shared vision.	CORE VALUE EXPECTATIONS
	<ul style="list-style-type: none"> ▪ Modifies one's preferred way of doing things when a different approach is best for the team (without compromising one's own values or the organization's inclusion efforts); is adaptable and flexible ▪ Asks questions and offers input for positive results ▪ Adapts to changing priorities, situations, and demands
	POSITION SPECIFIC RESPONSIBILITIES
	<ul style="list-style-type: none"> ▪ Works in tandem with the Executive Director and the Director of Finance and Administration to help create a strong sense of team among the Management Team. Develops effective working relationships with all Management Team members. ▪ Works closely with program managers and directors to oversee the day-to-day operations of all aspects of the programs, providing service leadership and empowering support. ▪ Works closely to ensure that program supervisors and staff, as appropriate, are providing service leadership and empowering support to staff, volunteers, donors, and partners. ▪ Assists in the development and maintenance of partnerships that benefit the ywca clark county as a whole, as well as its departments, programs, program participants, and partners.

COMMITMENT: We believe in and live our mission and we are authentic in our word and deed.	CORE VALUE EXPECTATIONS
	<ul style="list-style-type: none"> ▪ Demonstrates a commitment to the ywca mission ▪ Demonstrates accountability in all work responsibilities ▪ Strives to do one's best every day to achieve individual, department and agency goals
	POSITION SPECIFIC RESPONSIBILITIES
	<ul style="list-style-type: none"> ▪ Serves as one of the organization's role models in striving to meet the ywca clark county's mission and live in accordance with our core values. ▪ Ensures all program activities are managed in accordance with ywca clark county's core values. ▪ Advocates for mission-focused departmental and organizational change, even when such advocacy may meet with resistance. ▪ Supports programs in achieving annual and strategic goals in a timely way, with stakeholder input and ownership, and in celebrating programs' achievements.

SERVICE: We are leaders in providing quality and innovative service in a caring, compassionate, and safe environment.	CORE VALUE EXPECTATIONS
	<ul style="list-style-type: none"> ▪ Exercises sound and ethical judgment when acting on behalf of the agency ▪ Anticipates and adapts to technological advances as needed ▪ Demonstrates the knowledge and skills required to perform the job
	POSITION SPECIFIC RESPONSIBILITIES
	<p>Program-Related Responsibilities</p> <ul style="list-style-type: none"> ▪ Supports and supervises program managers and directors. Assists as appropriate with personnel issues, crisis management, and other program management issues. ▪ Participates in strategic planning discussions with board and staff members and helps facilitate the development and implementation of program goals. ▪ As needed, supports program managers and directors in developing annual and strategic plans. ▪ As needed, assists with the development and management of program budgets. ▪ Facilitates program evaluations that seek input from all stakeholders and ensure improvements are implemented as needed. ▪ Supports program managers and directors in identifying and developing partnerships and resources that improve the efficiency and effectiveness of program service delivery. ▪ Assists with developing and managing the program-related content of the YWCA's web page. ▪ Assists in identifying funding opportunities, writing grant proposals, developing donors, and holding fund raising events to bring in revenues to sustain and grow programs. ▪ Serves as the ywca clark county's community liaison for projects and events that relate to multiple programs. ▪ Coordinates program activities that fall outside of regular program parameters. ▪ Vets program strategic issues with, and makes recommendations to, the Executive Director. ▪ As requested, presents information, in writing and verbally, to the Board of Directors. <p>Agency-Wide Responsibilities</p> <ul style="list-style-type: none"> ▪ Vets agency-wide strategic issues with, and makes recommendations to, the Executive Director. ▪ Participates in, and assists in leading, Management Team meetings and retreats. ▪ Participates in, and assists in leading, agency-wide activities such as All-Staff Meetings, Strategic Planning Retreats, Cultural Proficiency Workshops, etc. ▪ Participates in appropriate community events and activities as a ywca clark county ambassador.

RESPECT: We value and honor individual ideas, contributions and opinions.	CORE VALUE EXPECTATIONS
	<ul style="list-style-type: none"> ▪ Is diplomatic, courteous, and welcoming to all ▪ Demonstrates effective listening skills and sensitivity to the needs of others ▪ Exercises appropriate confidentiality in all aspects of work
	POSITION SPECIFIC RESPONSIBILITIES
	<ul style="list-style-type: none"> ▪ Works with administration and program staff to create an environment at the ywca clark county where every single person feels respected. ▪ Ensures all ywca clark county communications coming out of the programs are respectful to all people. ▪ Regularly seeks, acknowledges, and responds to ideas, contributions, and opinions of program stakeholders, including program participants, staff members, board members, volunteers, donors, and partners. ▪ Ensures that confidentiality is maintained in programs as needed, whether for reasons related to donor requests, personnel issues, or general professionalism.

EMPOWERMENT: We provide the tools and support that build self esteem and foster positive life choices.

CORE VALUE EXPECTATIONS

- Shares knowledge and information
- Shows initiative by anticipating needs of others and taking action to assist them
- Demonstrate genuine appreciation for others' ideas, contributions, and success
- Seeks and acts upon performance feedback

POSITION SPECIFIC RESPONSIBILITIES

- Serves as a lead role model in providing service leadership to, and empowering support of, staff and volunteers.
- Models and enforces timely, positive, and clear communication throughout all programs. Promotes transparency.
- Conducts annual performance evaluations with program managers and directors; provides constructive feedback and addresses performance issues appropriately.
- Actively seeks ways to offer tools and support for staff and volunteers to build self esteem and foster positive life choices.

For each factor below, check the phrase that best fits the characteristics of this position

Please check the appropriate box.

INTERACTION WITHIN ORGANIZATION:

- Provide guidance/coordinate activities/contribute to work groups
- Coordinate major activities/sensitive situations
- High level interaction; highly sensitive and/or confidential

INTERACTION WITH PROGRAM PARTICIPANTS

- None to limited
- Occasional; provide information
- Frequent; provide advice on complex issues

INTERACTION OUTSIDE ORGANIZATION:

- Limited
- Straightforward; provide information
- Complex; provide/receive/analyze/develop guidance and advice

DIRECTING OTHERS:

- No supervisory responsibilities
- Supervises, assigns and reviews work of others
- Manages supervisors
- Broadly directs managers

COMPLEXITY OF WORK / DECISION-MAKING:

- Predominantly makes routine decisions within prescribed limits
- Occasionally adapts procedures and makes some decisions requiring consideration of criteria
- Frequently adapts procedures; often makes decisions requiring consideration of criteria; suggests policy changes
- Develops practice, assists/influences decisions, recommends policy changes and addresses emerging organizational change

SCOPE OF DECISION-MAKING ACTIVITY:

- Functional area within program/department
- Multiple functional areas within program/department
- Entire program/department
- Organization-wide

WRITING SKILLS

- Limited writing required
- Usually issues standard responses
- Frequently writes non-standard responses
- Frequently writes extensive, non-standard responses based on specialized knowledge, interpretation of data and/or research

COMPUTER SKILLS

- Limited use of computers
- Uses basic applications to perform responsibilities
- Uses a variety of basic and advanced applications to perform responsibilities

WORKING CONDITIONS *Check applicable level after considering reasonable accommodations.

ESSENTIAL PHYSICAL REQUIREMENTS*

- Typically lifts less than 10 lbs
- Typically lifts 10 to 20 lbs
- Typically lifts 20 to 50 lbs
- Typically lifts more than 50 lbs

VISUAL

- Normal concentration
- Close concentration
- Close concentration/manual dexterity
- Acute concentration/eye-hand coordination

HAZARDS

- Limited exposure
- Chemicals/careful use
- Chemicals/safety precautions
- Highly toxic chemicals

SIGNATURES

This section to be completed upon hire date or revision of job description.

STAFF MEMBER

I have reviewed this position description with my supervisor. I understand that I am entitled to receive a copy of this form and attachments, bearing all required signatures.

Staff Member: _____

Date: _____

Supervisor: _____

Date: _____