JOB DESCRIPTION

Job Title: Program Services Director
Program/Department: Programs
Supervisor: Executive Director
Date Prepared/Updated: August 29, 2013
Employment Status: Exempt

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 seniors and persons with disabilities, emergency services and services for adults and families;
- 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 Jewish community of Portland including but not limited to seniors, people with disabilities and Holocaust survivors;
- Organizational skills and ability to trouble shoot, 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 by adhering to the NASW Code of Ethics;
- 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 in 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 adhering to the NASW Code of Ethics and 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 on an annual basis and that the data is fully analyzed and reported to the Quality Improvement Committee, Executive Director and other appropriate parties to ensure program effectiveness;
- Ensure that quarterly peer utilization reviews and the corresponding completion of the review’s action items are conducted and that the results are reported to the Quality Assurance Committee guaranteeing a high standard of practice;
- Serve as the agency Quality Improvement Committee Chair and be responsible for the agency’s compliance with HIPAA regulations, NASW Code of Ethics 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:
- Develop opportunities for new funding streams and contracts within the community including local, regional and federal government entities in partnership with Program Directors, Executive Director and Grants Manager;
- Participate in efforts to strengthen and build partnerships with other organizations aimed at fostering the development of collaborative projects;
- Engage in community outreach promoting JFCS’ 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;
- Act as Field Placement Supervisor for student interns in collaboration with bachelor’s and master’s level social services and clinical educational programs by assisting students in developing their field education plans, meeting for supervision on a weekly basis and conducting quarterly evaluations towards stated educational goals. Meet with Field Liaisons as necessary;
- Whenever necessary, provide consultation to other agency staff regarding cases that require clinical/case management oversight, supervision and service planning and provide clinical consultation to our community partners;

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
- Building and office are wheelchair accessible