

## Thurman Brisben Center

### Job Description

Rev. 7/15/2021

Role (Job) Title: Director of Programs

Reports to: Chief Executive Officer (CEO)

Status: Full time, salaried, exempt

#### **Purpose**

The Director of Programs plans, coordinates, implements, oversees, manages, supervises, evaluates and reports on all agency programs in accordance with strategic plans, goals and objectives set by the Thurman Brisben Center (“TBC”). As a key member of the management and administrative staff (Leadership Team), the Director of Programs participates in strategic planning and budgeting and program outcomes with the Leadership Team.

#### **Duties and Responsibilities:**

##### *Programmatic*

- Collaborating with the Leadership Team, develop strategic vision and budgeting for programming that aligns with agency’s strategic plans, mission, goals, objectives, and impacts.
- Provide oversight and coordination of program managers, programmatic services, program resources and budgets, including managing collaborations and partnerships (MOA’s/MOU’s, contracts) for the development and delivery of programs.
- Supervises the work of the Case Management and Client Intake-Discharge Team to ensure equitable and effective services are provided.
- In collaboration with Leadership Team, develop program-specific goals, outputs, outcomes, and timelines and coach program leadership with implementation.
- Participate with interviewing and hiring of program staff; and, then coach and supervise program managers including conducting annual performance evaluations, ensuring training needs and requirements are met, recommending and documenting personnel actions, as appropriate.
- Represent, or ensure representation of agency programs in relevant coalitions, policy discussions, jurisdictional and community hearings and advocacy opportunities.
- Develop and implement strategies that maximize synergy among all agency programs.
- Ensure performance measurements are applied to assess and inform program effectiveness
- Ensure that all program staff work within the framework of the agency’s mission, vision, and values.
- Fulfill basic Program Manager duties if a position is vacant; support other staffing needs on an emergency basis, as needed.
- Attend agency and program staff meetings to provide oversight and support, as needed.
- With the Leadership Team, develop program reporting dashboard and provide periodic reports

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#### *Administrative and Fundraising*

- Manage program MOA's/MOU's and contracts, including leading MOA/MOU and contract negotiations, meeting reporting requirements and ensuring compliance and adherence to all relevant policies, procedures and budgets.
- Work with agency leadership, program managers and finance/accounting staff to develop, obtain approval and monitor budgets to ensure they are within budgetary constraints.
- Work with Resource Development staff to identify and seek additional funding for organizing work, including participation in gathering data for reports, assisting with grant writing and identification of potential donors.
- Foster strong relationships with jurisdictional and community representatives and other funders.
- Provide supervision (Field Instructor) of MSW and BSW interns

#### *Other Organizational Duties*

- Participate on and with the agency's Leadership Team and other agency committees.
- Conduct business in accordance with the TBC Employee Handbook and overall agency policies and procedures, exercising sound judgment and serving the best interests of the agency and the community.
- Treat all clients, volunteers, staff and community members with equity, respect and dignity.
- Perform other duties as assigned.

#### **Qualifications and Experience**

- Master of Social Work (MSW) degree required.
- Three (3) years' experience with social program design, development, implementation and measurement.
- Demonstrated understanding of Theory of Change application to social programming.
- Experience in and passion for working with homeless, low-income individuals, families and communities around issues of homeless shelter, supportive services, community affordable housing and human rights.
- Five years' experience in a management position in human services.
- Mastery of Microsoft Office Suite (Outlook, Word, Excel, PowerPoint) and proficiency with MS Teams
- Experience with social metrics databases, Social Solutions Apricot preferred.
- Self-directed, able to work independently, manage time effectively and collaborate in a team environment to accomplish programmatic, team-developed and produced goals.

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- Strong budgeting, expense monitoring, and MOU/MOA, contract development skills
- Experience with training, supervising, and evaluating staff; develop and foster teamwork; and take personnel actions as necessary.
- Communicate effectively and maintain positive working relationships with staff, volunteers and program participants.
- Excellent organizational skills and attention to detail
- Fluency in English and Spanish preferred.
- Aligned with the vision, mission, values and strategic objectives of the Brisben Center
- Criminal background clearance and COVID testing required prior to employment.