



Program Director Job Description

The Youth and Family Center, a proud United Way member agency, is searching for an experienced and results driven Program Director. This position reports to the Executive Director. As a member of the Executive Director's leadership team, the person that holds this role will supervise all program staff, develop, implement, monitor programs, assess community needs, and ensure that all program objectives are met. The ideal team player must be well versed in program operating models and methods to implement solutions for community issues affecting youth, older adults as well as resources that encourage sustainability in families.

Responsibilities:

- Provides management, guidance, coaching and oversight to all program staff.
- Provides staff training, sets performance goals, and evaluates staff performance.
- Recommends and implements departmental changes as approved by the Executive Director.
- Ensures all programs are responsive to the needs of the community.
- Assist with the development of program budgets.
- Monitors budgets and safeguards company resources.
- Develops department procedures and program implementation standards.
- Sets, tracks and monitors department and programmatic goals and outcomes.
- Reviews and audits all program areas regularly, for contractual compliance and effectiveness of service delivery.
- Meets regularly with program staff as a group, as well as one on one, and provides feedback on performance.
- Prepares reports to funding organizations, government entities, and the Executive Director.
- Provides quality customer service to center customers.
- Creates and monitors staff schedules to ensure center coverage at all times.
- Coordinates with facility staff to ensure clean and safe working and programming environment.
- Participates in YFC leadership team meetings and other community meetings.
- Assists in development of community relationships and linkages, as well as provides support to program volunteers.
- Assists in the implementation of special events, including donor/volunteer appreciation events and other fundraising initiatives.
- Assists in the cultivation and development of grant proposals.
- Additional duties as assigned.

Knowledge, Skills and Abilities:

- Knowledge of agency mission, vision, and services.
- Knowledge of center related programming trends and best practices.
- Knowledge of community resources.
- Ability to position and market center programs.
- Ability to pay attention to detail and manage multiple projects at one time.
- Ability to be flexible, prioritize, and adapt to changing needs and time pressures.
- Ability to disseminate information clearly and concisely.
- Ability to communicate professionally and build relationships with coworkers, program coordinators, and other staff, as well as volunteers and customers.
- Ability to create and sustain positive working relationships at all levels of the agency; internal and external.
- Ability to track, analyze, and adjust programs and processes as necessary.

Requirements:

- Bachelor's degree in related field.
- At least 3 years of successful program design and implementation experience
- At least 5 years management experience.
- Outstanding written communication and presentation skills.
- Strong experience preparing reports.

To apply please send cover letter and resume to: bjones@theyfc.org

No Phone Calls or Walk Ins

EOE