



## POSITION DESCRIPTION

<b>Position Title:</b>	Program Director	<b>Overtime Status:</b>	Exempt
<b>Department:</b>	Program	<b>Location:</b>	Oahu
<b>Reports to:</b>	Chief Operations Officer	<b>Direct Reports:</b>	Enrollment & Matching Coordinator, Match Support Coordinator

### **PRIMARY PURPOSES OF THE POSITION:**

The Program Director administers the agency program service, ensuring compliance with national, state, local and grant requirements, policies, procedures and standards. This position will be responsible for overall quality and capacity-building of service through an ongoing process of program and staff quality improvement measures, staff development, supervision, monitoring, and evaluation using program metrics. This position is a key member of the agency's Statewide Leadership Team.

### **SPECIFIC DUTIES OF THE POSITION:**

#### Program Services

1. Supervises and supports the Enrollment & Matching Coordinator and the Match Support Coordinator, monitoring metrics in all key performance areas. The Program Director also works in tandem with the Maui and Kauai Regional Directors to ensure quality services are being offered in all service areas.
2. Assists with key partnerships including faith-based, educational, government and corporate.
3. Oversees the development and implementation of outreach efforts for families and children as needed
4. Supports ongoing training efforts to maintain high quality program standards.
5. Develops and/or implements new programs and enhancements to existing programs through innovative changes and collaborations with other organizations.
6. Ensures that all functions, activities, and standards relating to the delivery of direct services to the community are maintained in a professional, consistent, uniform and appropriate manner, in accordance with Agency policy and standards provided by Big Brothers Big Sisters of America.
7. Maintains an up-to-date, standardized, statistical case monitoring procedure for reporting purposes.
8. Acts as moderator in leading efforts to resolve disputes or concerns of present or potential clients, parents, volunteers, or other local agencies and service professionals as they relate to program eligibility and services provided.
9. Prepares summaries on all program activities presented to the President/CEO and Board of Directors for board meetings as requested.

10. Implements activities to achieve Agency Strategic Plan goals; especially those directly related to program direct services.
11. Serves as spokesperson for the Agency to the community-at-large for the purpose of increasing community awareness of the Agency's programs and soliciting community support and adult volunteers.

### **Supervision**

12. Provides a strong day-to-day leadership presence; bridging local and state operations and support for an open-door policy among staff.
13. Subject to approval by the President/CEO, handles personnel functions of the program staff, including training and evaluation, and recommending new hiring, promotions, discipline and termination.
14. Monitors the staff/client/volunteer ratio to allow for the most effective work in caseload management by program staff.
15. Reviews accomplishments and objectives of the direct services case work methods and procedures on an annual basis. Make recommendations for changes if stated objectives are not being met.

### **Administrative and General**

16. Per established schedules and on an as-needed basis, prepares grant proposals and reports or provides program information to the grants manager for use in preparing grant proposals and reports as appropriate. Monitors program grants to insure compliance with requirements.
17. In coordination with the Program Coordinator and Regional Directors, oversees the Program Services portion of the agency budget to insure spending levels are in line with budget limits and are appropriately expended to achieve necessary mission goals.
18. Completes and/or oversees an audit of program files to ensure adherence to program policies and procedures.
19. Maintains accurate and efficient systems of program service reporting to include annual impact and outcomes, files audit, monthly, quarterly, semi-annual and annual statistics to reflect client services, client and volunteer satisfaction and staff accountability.
20. Reports and interprets data to the Chief Operations Officer on a monthly basis.
21. Completes the Annual Agency Assessment for Program Standards as required for BBBSA affiliation compliance.
22. Ensures the Program Manual and program forms and materials are maintained and available. Schedules an annual revision process with designated staff participation.
23. Routinely engages with the BBBSA groups, resources, and literature to stay up-to-date with best practices. Attends or participates in webinars, conferences and trainings, funding permitting.
24. Attends regularly scheduled meetings to review monthly program reports, strategies, activities, results and to discuss and develop ideas that will achieve the agency's goals.
25. Works with local agencies, organizations, and committees to ensure appropriate presence and visibility in the community.
26. Performs other related duties as assigned.

**KNOWLEDGE AND SKILLS:**

- Master's degree in social work, public health, or other related human services field; or 5 years of experience in a social service setting involving youth and families.
- Four years demonstrated experience in case work management and/or program development.
- Knowledgeable in research methods, statistical compilation, and outcome based evaluation.
- Must have demonstrated experience in supervision, planning, communication, organizational techniques and administration preferably in the non-profit sector.
- Proficiency in the Microsoft Office suite and database management.
- Reliable personal transportation, valid driver's license, and state required automobile insurance minimums.
- Strong interpersonal skills with the ability to effectively partner with diverse populations and geographic areas.
- Excellent public speaking, presentation, and writing skills.
- Sound technical skills, analytical ability, good judgment, and strong operational focus; able to balance quality, and service with operational needs.
- Demonstrated ability to think strategically and work collaboratively to inspire, motivate, and focus internal and external team members to the agreed upon goals.

**WORKING CONDITIONS:**

- Ability to lift 10 lbs.
- Ability to use a PC, email, phone, copier, postage meter, and related office equipment.
- Work Hours: Full-time. Position will require occasional evening and weekend hours.
- Travel: May require travel to neighbor islands.
- Mental demands: Must be able to work with deadlines and process multiple projects simultaneously.

**Equal Employment Opportunity**

Big Brothers Big Sisters Hawai'i provides equal employment opportunities to all qualified individuals without regard to race, creed, color, religion, national origin, age, sex, marital status, veteran status, sexual orientation, disability, or any other characteristic protected by state, federal, or local law.

**Americans with Disabilities Act**

Employee must be able to perform all essential job functions, with or without reasonable accommodation.

**Job Responsibilities**

The above statements reflect the general duties, responsibilities and competencies considered necessary to perform the essential duties and responsibilities of the job and should not be considered as a detailed description of all the work requirements of the position. Big Brothers Big Sisters Hawai'i may change the specific job duties with or without prior notice based on the needs of the organization.

**Disclaimer**

This job description has been designed to indicate the general nature and level of work performed by employees within this classification, it is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the job.

<b>ACKNOWLEDGEMENTS</b>	
<b>Creation Date:</b>	<b>Revision Date: October 2021</b>
<b>Supervisor: I have approved this job description and reviewed with my employee.</b>	
Signature:	Date:
<b>Employee: I have reviewed this job description with my supervisor and acknowledge receipt.</b>	
Signature:	Date:
<b>Human Resources:</b>	
Signature:	Date: