

# **JOB POSTING**

## **Director of Program Services and Evaluation, Hartford Area**

**Innovative, Multi-Service non-profit seeking energetic, creative, team-oriented individual to become part of our dynamic team**

Closing date: December 5, 2017

Full time salaried exempt: flexibility in hours dedicated and schedule availability including some evenings, nights, weekends and holidays to meet position expectations.

Salary: Mid to upper 60s depending upon experience and credentials.

Excellent benefit package including time off, health, dental, life and more!

Supervises: Housing Programs Manager, MANNA Programs Manager, Clinical Consultant, assigned interns and volunteers

Purpose: Holds primary responsibility for overall leadership in planning, organizing, implementing and supporting HOH housing, food, nutrition and health services directing at a macro level all aspects of day to day services and staffing according to internal and stakeholder expectations. Leads the agency's efforts to collect and use data to measure efforts and impacts, while making improvements to services and systems across the agency. Represents the agency with a wide variety of constituents to help ensure the public's and collaborators' understanding and support of HOH's work.

Qualifications:

- Masters' Degree required (social work or related field) plus four years supervisory/management experience in a human service delivery system or a combination of education and experience/training equaling eight years, not less than six years of which must be supervisory/management experience in human service delivery system, with increasing responsibilities for planning and oversight. Licensed social worker or other appropriately licensed professional preferred.
- Experience working in a mid sized non profit, balancing a range of work at a variety of levels and with a wide range of constituents.
- Experience with client data management systems and measurement of a cadre of objectives, resulting in meaningful reports and program evaluation
- Experience providing training and clinical consultation to team members within a client-centered, harm reduction, housing first, trauma sensitive context
- Strong public speaking skills
- Proven ability to lead and manage a diverse professional and paraprofessional team of employees, service members, interns and volunteers utilizing effective interpersonal skills.
- Excellent verbal and written communication skills.
- Ability to work independently, make decisions, manage project timelines and meet deadlines – multi-tasking capability.

- Ability to excel working collaboratively as a team member in a fast paced, roll up your sleeves environment.
- Sense of urgency.
- Extraordinary Planning and organizational abilities.
- Creative and solution oriented problem solving skills.
- Data management, computer skills and proficiency with Microsoft Office Package.
- Ability to travel to meetings
- Ability to sit at desk, computer for long periods.
- Ability to lift and carry 15 pounds.

#### Responsibilities:

- Hires, orients, supports, supervises, trains and reviews the performance of assigned staff;
- Oversees the hiring process of all program services staff;
- Ensures that orientation, supervision, support, training and evaluation of all program services staff is complete and timely;
- Provides regular meaningful training and clinical/care coordination opportunities for program services staff;
- Directs overall programs services of the agency. Plans, organizes, directs and evaluates daily operations;
- Provides off hours support to the program services teams and back up to program managers;
- Thoroughly reviews incident reports and ensures that incident reviews are held, documented and followed up on;
- Conducts periodic client chart reviews, and oversees the system for ensuring that all charts are reviewed, with follow up ensured, according to standards;
- Provides consultation to staff on crisis and risk prevention and management;
- Serves as electronic client data management system administrator for HOH, maintaining the system along with the data management system administrator from Mercy Housing and Shelter Corp, identifying, reporting and resolving issues;
- Trains and supports program staff in the use of the electronic client data management system;
- Ensures a system of regular reporting from the electronic client data management system of both the nature and impact of services, focus of staff time, compliance with internal and external standards, etc.
- Serves as the agency's consumer rights officer;
- Along with the leadership team determines performance objectives and ensures that a system for measurement and reporting is consistently utilized;
- Ensures that reports to a variety of stakeholders and funders are provided in a comprehensive and timely manner;
- Leads the agency's outcomes committee and related CQI initiatives;
- Creates program and organizational dashboard reports for review by a variety of stakeholders including the Board of Directors;
- Conducts annual program evaluations;
- Takes the lead in preparing for and following up on program reviews;

- Leads the agency’s exploration of national accreditation and Medicaid billing and coordinates any related efforts that result;
- Works with Executive Director and Director of Finance and Administration to develop the overall organizational budget plans;
- Leads program services budgeting and monitoring;
- Leads the development, monitoring and revision of program policies and other protocols;
- Work with the Executive Director and Grants Manager, and others, on exploring grant opportunities, assisting with grant applications as assigned;
- Supports the implementation of agency strategic plans;
- Leads the development of new collaborations, programs, and funding streams for program services;
- Represents the agency at a variety of program services and evaluation tables;
- Shares information about the work of the agency and the stories of the lives of the folks served in a compelling manner with a variety of stakeholders, supporting the agency’s fund development efforts;
- Staffs a variety of agency task forces, committees and events as assigned;
- Supports Board involvement with the agency and program services;
- Supports the involvement of interns, service members and volunteers in the work of the agency;
- Demonstrates the values of the organization and ensures that program staff are culturally competent, participant-centered, and trauma sensitive in their work;

General:

- Maintain a thorough knowledge of agency policies, procedures.
- Attend and participate in agency and site/team meetings, including leadership sessions.
- Ensure that best practices for efficient and effective management of the department’s functions are identified and utilized to enable the position to be maximally effective with “macro” level initiatives, including analysis, planning and evaluation.
- Orient, train, support and evaluate assigned staff and volunteers in a manner consistent with the agency policies and values.
- Perform other tasks consistent with the job purpose

Send letter of interest & resume to: Molly Reynolds, Administrative and Operations Systems Coordinator, Hands On Hartford, 55 Bartholomew Ave, Hartford CT 06106.

Email [mreynolds@handsonhartford.org](mailto:mreynolds@handsonhartford.org) no phone calls please. Closing date 12/05/2017

AA/EOE