

JOB DESCRIPTION

POSITION: Director of Programs Administrative Operations

REPORTS TO: Vice President of Operations

STATUS: Full Time - Salary

OVERVIEW: Responsible for the overall functions, direct supervision for work performed by the Volunteer Services and Community Engagement, Early Learning Center, Food Services, and Youth Program. Additionally, the Director will interact with other operations divisions and program leaders, support the design of new services, curriculum development or acquisition, staff training, and manage overall compliance with policies, rules, requirements, and regulations. The Director will support the VP of Operations with applicable grants oversight-related activities to ensure alignment of contracts deliverables, applicable laws, and regulations. The Director will collaborate with the data and statistics staff to ensure the timeliness and accuracy of data collection from programs aligns with contracts requirements. The Director will oversee other types of data collection and reporting methods for other OPS units and programs. The Director position requires a high degree of professionalism, commitment, and adaptability to effectively uphold Coalition values and maintain an environment of dignity, respect, and cooperation.

(This job description may not be all-inclusive and expects the employee to perform all other duties as assigned and directed by management. Job descriptions and obligations may be modified when deemed appropriate by management.)

QUALIFICATIONS:

- The Director should possess a bachelor's degree in business management, data analysis, or related field and relevant work experience.
- Require the ability to deliver superior customer service in person and written correspondence.
- Candidates must possess five (5) years of business and/or management experience, preferably within nonprofit or government organizations or others with similar environments, including supervisory experience.
- Demonstrated experience in strategic planning and execution, combined with strong organizational skills, business acumen, and compliance reporting.
- Demonstrated ability to analyze and compile complex data for grants application or renewal and planning and reporting purposes.
- Experience contracting, negotiating bids, managing both small- and large-scale projects, data analysis and reporting, program contract compliance, including teams' supervision, and managing departmental budgets.
- Experience in program and project management, and process improvement, focused on execution and engaging internal and external stakeholders and internal customers for evaluation process input and support.
- Experience in talent management; nurturing a collaborative and development-oriented performance environment empowers individuals to grow and achieve.
- Must be proficient in written, digital, and verbal communication.

- Skilled at effectively serving a very diverse population with aptitude in conflict resolution, critical thinking, and problem-solving.
- Proven leadership skills and the ability to work well in a team setting.
- Strong creative and analytical problem solver; and ability to pursue continuous efficiencies improvement and process strengthening reliability and operational effectiveness.
- Must be willing to work flexible hours as needed.

PRIMARY DUTIES:

- Provide direct supervision to the supervised staff and offer ancillary, as necessary, onsite or through third-party contracts following protocols.
- Partner with the Director of Facilities and Campus Operations in ensuring timely and thorough completion of inspections, compliance, fire and security drills, risk management, emergency preparedness, and response to emergencies or threats.
- Partner with Finance and Development teams regarding applicable grants reporting, monitoring progress, and processes to meet contractual obligations and deliverables.
- Partner with Finance on the oversight of vendor identification, vetting, and selection process to ensure fiscal accountability following applicable requirements, rules, and regulations.
- Participate in reviewing and preparing the annual budgeting through fiscal cycles, including suggested modifications while maintaining control of the approved budget corresponding to the direct responsibilities following established fiscal guidelines.
- Research, identify gaps to improve efficiencies, propose innovative changes, develop, establish, and document operating policies and approaches for the areas of responsibilities following best practices, rules, regulations, and applicable laws, ensuring goals and objectives are met.
- Responsible for recruitment and candidate selection, employee performance review, and progressive disciplinary actions following established protocols of those supervised to ensure compliance with applicable laws and personnel policies.
- Provide training and coaching for direct reports and members of the supervise programs teams to enhance staff development.
- Oversee volunteer recruitment and management services as an extension of the Coalition's workforce.
- Review Incident Reports, provide feedback and recommend staff training.
- Develop strategic plans and implement the objectives for the areas of responsibility to ensure timely response to the needs of the company's growth and objectives.
- Liaise with senior management and department leaders on strategic systems conversions and integrations supporting business goals and objectives.
- Support outreach efforts surrounding Coalition premises as needed.
- Participate in biweekly guest orientation sessions to support the housing staff as needed.
- Support recruitment efforts: responsible for direct reports candidate selection, employee's performance review and progressive disciplinary actions adhere to established protocols to ensure compliance with applicable laws and personnel policies.
- Collaborate with other departments, contracted security services, government agencies, vendors, contractors, etc.

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- Participate in Emergency Preparedness planning and participate in the Emergency Disaster teams.
 - Oversee recruitment, vetting, assignment, and training of volunteers.
 - Partner with the Finance team on compliance, insurance, risk management-related matters.
 - Review incident reports (if any) daily, identifying opportunities for additional training and process improvement.
 - Monitor progress toward achieving grant goals and objectives, report status and results to the VP of Operations.
 - Partner with Coalition's HMIS liaison to identify areas of improvement, data completeness and accuracy, timely reporting, and evaluate staff training needs.
 - Provide and support ongoing staff training to comply with grant requirements that include ongoing support after HMIS initial training, HCNP, and other pieces of training strengthening data reporting minimizing errors.
 - Maintain ongoing communication with grants writers regarding program requirements and status updates.
 - Read, analyze, and interpret technical procedures and government regulations as necessary.
 - Assist with program monitoring and other duties to ensure compliance with grants
 - Serve as an advisor to other departments in planning meetings and campus events.
 - Conduct observations of daily staff activities for roles across the OPS division, identify opportunities for process improvement, standardization in client services, and increased efficiency.
 - Identify areas, suggest procedures to better coordinate activity, and streamline processes.
 - Establishes and preserves a positive working environment with guests, staff, and governing agencies
 - Identify, analyze, and interpret trends or patterns in complex data sets, and establish additional data collection systems and statistical analysis methods, as needed.
 - Identify and assess future and current training needs within the Program Services program.
 - Create an overall training and development plan that addresses needs and expectations
 - Monitor, evaluate, and report on the effectiveness of training programs provided
 - Maintain updated SOPs for Operations teams. Assist in writing policies and procedures.
 - Partner with Director of Program Housing in delivering Trauma-informed care training for all staff and ensure services are delivered based on trauma-informed practices.
 - Establishes administrative committees and facilitates activities to advance the organization
 - Leads the development/acquisition of curriculum and training materials for OPS staff.
 - Assists with developing content for LOIs (letter of intent), and program design and services proposed for grant-funded programs.
 - Directs pilot and innovative programs and services in partnership with OPS leadership. Collaborates with OPS leadership to develop plans to implement and monitor new programs.
 - Accumulates and disseminates information/research on new trends and developments related to homelessness and operational best practices.
 - Assists in the development of educational specifications for new and revised facilities.
 - Recommends conferences and meetings planned for program development and professional growth.

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- Oversees communication with colleges, universities, and other outside agencies to identify internship and volunteer opportunities.
 - Participates in selecting and using assessment instruments to gather data and feedback related to programs and services.
 - Identifies ideal staffing models and makes recommendations to the VP of Operations.
 - Assists VP of Operations with budget tracking by area and by grant.
 - Assists VP of Operations with tracking outcomes and performance by area and by grant.
 - Supports OPS teams with overall quality assurance and process improvement.
 - Participate in related committees, task forces, and special projects as relevant.
 - Assist with gathering data for internal and external use as deemed necessary by VP of Operations, CEO, or external organizations, including but not limited to law enforcement, government organizations (at roundtables, hearings), attorneys, service provider organizations.
 - Perform other job duties as assigned by the VP of Operations.

Required Skills

- Ability to provide leadership and manage staff.
- Ability to communicate effectively with guests, staff, volunteers and community partners.
- Knowledge of office management systems and procedures.
- Working knowledge of office equipment, such as printers, faxes and multi-switch phones.
- Proficient in Word, Excel, and Outlook.
- Excellent time management skills and the ability to prioritize work.
- Attention to detail and problem-solving skills.
- Excellent written and verbal communication skills.
- Bi-lingual, English, and Spanish strongly preferred.
- Strong organizational skills with the ability to multi-task.
- Ability to analyze and develop system improvements.
- Ability to employ critical thinking and problem-solving skills.
- Ability to work well under pressure.
- Ability to multi-task and work as a team player.
- Ability to use sound judgment to problem solve independently or within a team.
- Ability to anticipate problems and proactively mitigate significant impact to the agency.
- Ability to research and generate pertinent reports through various technologies
- Ability to communicate with guests and deescalate heated situations when necessary.

- Ability to work closely with companies that provide supplies, equipment, purchase proposals, and lease agreements.
- Ability to partner with leaders from various teams and provide recommendations and solutions to unique challenges while ensuring compliance with contracts, grants, and other regulatory guidelines.
- Ability to develop safe changes throughout the campus to support the programs provided.
- Ability to monitor the department budget and approve and submit invoices for services.
- Ability to accommodate reasonable requests of security footage from staff and law enforcement.
- Ability to conduct research as needed, identify benchmarks, recommend best practices.
- Ability to gather, analyze and report complex data.
- Ability to communicate effectively with residents, staff, volunteers, and community partners.
- Ability to write and make presentations effectively.

Employee's Name (printed): _____

Employee's Signature: _____

Date: _____