



JOB POSTING

Position title: Program Director (Administrative Services), Connecting Forward

The Program Director plans, develops, oversees, and evaluates services; assures adequate staffing; oversees the quantity and quality of services for Connecting Forward. The Program Director will provide direct supervision and leadership to the housing coordinator, intake specialist and case management team. The Program Director will meet regularly with direct reports, will conduct chart reviews and database reviews. The Program Director, in collaboration with the Program Director of Clinical Services, will meet regularly with the Connecting Forward Leadership Team. The Program Director will handle expenditures related to wraparound services and manage the wraparound services budget. The Program Director will work with the IT/Tech team to ensure that the database is appropriately meeting the needs of the program. The Program Director will aggregate data related to client services and ensure that quality services are met at all times. The Program Director will work closely with the Program Director of Clinical Services and with the Senior Director. The Program Director will serve on the agency's Program Leadership Team.

Duties and Responsibilities

- Provide supervision to direct reports.
- Complete HR functions of role, in accordance with agency policy, including but not limited to: participate in the recruitment and interviewing process; make recommendations regarding hiring, discipline, and termination. Conduct and administer discipline and employee performance reviews; provide employees with coaching and support. Provide individual and group supervision for direct reports.
- Maintain ongoing training and development plans for program as a whole and individual employees.
- Play an active role in the agency and program leadership team.
- Stay abreast of contents of employee handbook to assure employee adherence to the manual or to provide guidance as necessary to staff as it relates to topics covered in the manual.
- Stay abreast of TANF, DHS, and Connecting Forward program updates and provide staff with adequate training, messaging, and tools to adapt to changes as needed.
- Lead, model, promote and ensure that agency atmosphere and culture is reflective of agency value of employees, donors, volunteers, and other partners.
- Play a lead role in identifying organizational opportunities for innovation and program improvement; take ownership of, navigate and lead programs and organizational change as required by the agency and stakeholders; deploy and execute program and agency projects as assigned.
- Actively develop, cultivate and maintain positive relationships with community partners and organizations; represent agency in the community. Participate in community activities as assigned.
- Model, promote, and ensure agency atmosphere and service delivery are culturally and linguistically competent and sensitive. Conduct quality assurance checks on programs on a regular basis.
- Identify, communicate, and generate solution ideas regarding possible risks related to the interests of employees, clients, and other stakeholders.
- Ensure program compliance with agency policy and procedures, and through client satisfaction process.
- Handle expenditures/financials related to wraparound services.
- Work closely with IT team to manage successful implementation of database.
- Regularly monitor program performance and play an integral role in the program PQI and assessment processes: complete documents as required.
- Ensure program outcomes are met; ensure accuracy in all program reports generated.
- Regular attendance during office hours and reliable transportation required.

Requirements: This position requires a degree in Social Work, Psychology, Counseling or related field and 3-5 years experience. Masters preferred.

Salary: \$65,000

Submit resume to hrdept@fcsnashville.org

EOE M/F/D/V