



JOB TITLE: Director of Client Programs

ORGANIZATIONAL UNIT: Administration

REPORTS TO: Executive Director

CLASSIFICATION: Full Time Exempt (40 Hours per Week)

Job Summary: Responsible for administration, program planning and quality assurance of agency programs. Supervises Program Directors. Represents the agency to the community, government and non-government service providers, and funders. Prepare proposals for government funding and assist the Development Director with preparation of foundation proposals.

Duties and Responsibilities:

1. Responsible for program development, implementation and quality assurance including case record audits, and quantitative and qualitative research to assess program effectiveness across agency programs, which includes monitoring government and non-government contracts and grants for compliance and achievement of outcomes
2. Implement agency's Strategic Plan and regularly assess effectiveness of new initiatives to revise structure of initiatives to achieve program outcomes
3. Responsible for interviewing, hiring, training and evaluating program directors
4. Supervise program directors, which includes weekly supervision meetings and employee evaluations
5. Work with outside vendors and Management Team to select database vendor to improve and maintain client data quality and facilitate report generation
6. Establish policies and procedures that support "best practices" models in the delivery of services
7. Participate in short and long-term planning with the Management Team, Board of Directors, Emergency Assistance Network partners and the community to support the mission of the agency and ensure relevance, integrity and social, linguistic and cultural appropriateness of CSA's programs.
8. Assist program directors with the development of annual program budgets and monitor expenditures to balance clients' needs and ensure services are delivered in a cost-effective manner

9. Work with the Director of Finance and Director of Operations and program directors to provide professional staff development opportunities including on-site and off-site training/workshops
10. Represents the agency to the community, Emergency Assistance Network providers, government and non-government agencies, which includes attending meetings and outreach events.
11. Perform other related duties, responsibilities and special projects as assigned.

Requirements:

1. Master's Degree in Social Work or related field preferred, and a minimum of two years of progressive management experience in health and human services with direct client services experience
2. Program administration and supervision experience
3. Knowledge and understanding of short and long-term strategic planning and the impact of public policy on the delivery of client services
4. Ability to handle multiple projects, meet deadlines, manage priorities and workflow, while maintaining a positive, patient and calm demeanor, and establishing a positive team spirit with colleagues
5. Excellent interpersonal, listening, and negotiating skills, the ability to build and maintain positive relationships internally and externally with a diverse range of people and the ability to respond appropriately to sensitive and/or confidential information and requests
6. Must have outstanding verbal and written English communication skills in business English and grammar.
7. Ability to work effectively in a diverse, cross functional team setting
8. Ability to exercise good judgment, take initiative and make diligent, thoughtful, independent and timely decisions
9. Computer literacy with proficiency in Word, Excel, PowerPoint and database programs
10. Ability to work some evenings and weekends
11. Must be able to pass a background investigation, such as criminal record, motor vehicle, and credit reports
12. Possess a valid California Driver's license, automobile and automobile insurance

Work environment and Physical Demands:

While performing the duties of this job, the employee is regularly required to stand, sit and use the computer. The employee is occasionally required to reach with hands and arms; use hands to finger, handle, or feel; stoop, kneel or crouch; and talk or hear. Specific vision abilities required by this job include close vision, peripheral vision, depth perception, and ability to adjust focus.

Travel by car for this position includes travel by car independently or as part of a small group 20% of a business week, during some periods. Also, travel by car may include

attending meetings representing the agency, and negotiating the purchase of equipment or vehicles.

Note: Duties and responsibilities shall include the principal functions of the job. The job description shall not be construed as an employment contract or as a complete listing of all miscellaneous, incidentals, or other duties which may be assigned during normal operations.

6/7/21