



PROGRAM DIRECTOR- SOUTHWEST MISSOURI BRANCH OFFICE: SPRINGFIELD

Job Category: Administrative

Reports to: Executive Director, Springfield branch office

Job Status: Full-time

Job Summary: The Program Director is responsible for managing a comprehensive array of programs at FosterAdopt Connect, Southwest office. S/he will be responsible for all activities pertaining to licensure, quality assurance for programs s/he oversees including data management and achievement of desired performance program outcomes.

Responsibilities: Primary responsibilities include but are not limited to:

Administrative Leadership and Management

- Ensure that all program activities operate consistently and ethically within the mission and values of FosterAdopt Connect.
- Provide regular supervision and feedback to all assigned program staff. Mentor and equip staff with the skills necessary to effectively perform job functions as independently as possible.
- Oversees daily operations and makes adjustments as necessary from interactions and feedback from the agency's HR and PQI continual processes.
- Promote regular and ongoing opportunities for all staff to give feedback on program operations.
- Ensure procedures are in place to track and report program outcomes and quality assurance.
- Complete agency reports and statistics as needed or assigned.
- Participate as an active team member with all agency departments (i.e. attend meetings as assigned, ensure availability of residents for scheduled on and off campus appointments, etc.) so the agency's efforts to assist clients and maintain licensing/contract/COA standards are coordinated for maximum effectiveness.
- Responsible for building strong relationships with community stakeholders to increase program referrals as assigned. Distribute program brochures, schedule informational meetings, speak at community presentations, booth exhibits, etc.).
- Attend and participate in all community-based meetings pertaining to programs, services, and/or child welfare needs. Attend programmatic meetings (i.e. court hearings, FST, etc.) as requested or needed by staff supervised.
- Develop and implement new programs as assigned.
- Maintain frequent and open communication with direct supervisor regarding program and employee updates.
- Develop and maintain collegial relationships with all branch office management colleagues.

Outcome Planning/PQI

- Participate in the evaluation and implementation of service improvement as identified by FosterAdopt Connect's internal PQI processes.

- Implement and lead a continuous quality improvement process throughout the program and service areas in his/her purview, focusing on systems/process improvement and personnel growth.
- Participate in quarterly client audit reviews; make updates/changes as identified through the PQI process.

Strategic Planning and Program Management

- Participate in short- and long-term strategic and operational planning, evaluation and positioning within FosterAdopt Connect.

Financial Management

- Manage assigned budgets, ensuring programs operate within confines of outlined set budgets.

Qualifications

- Master's Degree (or Bachelor's Degree plus 2-4 years of experience working in non-profit social service agencies) in social work, psychology, public administration, or a related human services field with at least 1-3 years of experience working in a public or private foster care setting providing leadership while supervising direct staff operating multiple human service programs across a broad geography.
- Experience creating and driving the analytic framework for planning and managing organizational change in a fast growing organization.
- Demonstrated resourcefulness in setting priorities, proposing new ways of creating efficiencies, and guiding investment in people and systems.
- Core understanding of program development, implementation and evaluation.
- Strategic thinker.
- Outstanding organizational and planning skills.
- Core understanding of governmental and private streams of funding for social service programs is preferred.
- Experience with broader community policy development and implementation/systemic advocacy is a plus.
- Solid commitment to the principles of support and advocacy for foster and adoptive families.
- The ability to collaborate and advocate for positive outcomes, using excellent interpersonal skills in multi-disciplinary, diverse, and dynamic professional teams.
- Strong verbal communication skills and demonstrated ability to write clearly and persuasively.
- Demonstrated leadership ability, team management, and interpersonal skills. Must have ability to quickly establish rapport and build trust.
- Flexible and a self-starter; able to multi-task while also being highly detail-oriented while meeting all deadlines.
- Work as a necessary part of a team effort with colleagues of all demographics.
- Model ethical and professional behavior at all times.
- Participate in ongoing meetings/professional memberships and trainings as required by the Executive Director/COO.
- Experience working with marginalized communities with a nuanced understanding of systemic oppressions.
- Flexibility and adaptability, able to shift styles to fit the needs of a wide range of cultures, people, and organizations.

Compensation and Benefits

- Full-time, exempt position

- Health, dental, vision, short and long-term disability, and life coverage options provided
- We pay 100% of long-term disability and life insurance premiums and 50% of health insurance costs. Additionally, we offer a match for a 403(b) retirement plan. We also provide access to dental insurance and short-term disability for purchase.

FosterAdopt Connect does not and shall not discriminate on the basis of race, color, religion, gender identity, gender expression, age, national origin (ancestry), disability, marital status, sexual orientation, or military status, in any of its programs or services. These activities include, but are not limited to, hiring and firing of staff, selection of volunteers and vendors, and provision of services. We are committed to providing an inclusive and welcoming environment for all members of our staff, volunteers, subcontractors, vendors, and members.