



Job Description

Position: Programs Director	Reports to: CEO
Salary Range: \$55,000 - \$60,000	Class: Exempt, professional
Purpose: Passage Home is a well-respected social service organization with about two dozen public and private grants. PH is looking for a senior level leader who develops and supports all programs and the staff to provide comprehensive case management focused on housing, economic mobility, and child development for the families and veterans of Wake County. The Programs Director will oversee all grants and staff to help facilitate quality programming.	

Responsibilities:

The Programs Director supervises and connects a large team in their effort to provide first rate services to the families and Veterans of Wake County. The right person will oversee five Program Managers and a Program Operations Coordinator to help develop the infrastructure, culture, accountability, and competencies to accomplish Passage Home's mission most effectively. The Programs Director will work across all departments of the organization to ensure programs are offered with integrity, replicability, measurability, and impact. The Programs Director will develop a large team to make sure all programs and clients are treated with care and respect.

Activities:

- In collaboration with the CEO, plan staff meetings and other activities to facilitate communications and maintain morale.
- Value diversity, equity and inclusion approaches in leading a high-performance team that is client-focused and constantly striving to improve its services to internal and external partners.
- Communicate a compelling vision based on Passage Home's mission and organizational values.
- In collaboration with the Board and Staff, help set long-term programmatic goals and strategies as part of Passage Home's anti-poverty efforts.
- With direct input from the Program Operations Coordinator, they will create systems and processes to help all programs operate effectively and efficiently.
- Communicate directly with Board and sub-committees.
- Identifies staff gaps between desired and actual performance required to meet organizational needs and determines performance deficiencies and aligns learning solutions with organizational goals.
- Coach, develop, and hold accountable Program Managers to help them do the same with their staff.
- Supervise all activities and coordinate with other departmental staff to assure communication and alignment to implement all programs efficiently and effectively.
- Support the Development team in grant writing activities.
- Develop and monitor annual program budgets working with Finance and Operations Team.
- Assure compliance of all program grants and report to appropriate funding agencies both public and private within grant deadlines and guidelines.
- Work with senior management to identify and implement long range strategic goals.
- Develop partnerships and collaborations that enable PH to maintain a strong and visible profile in the community to assure long term success in sustaining funding and resources necessary to meet the budget and program/organizational goals.
- Provide data, prepare, and distribute reports, correspondence, and documents in a timely manner.
- Communicate a compelling vision based on Passage Home's mission and organizational values.



- Other duties as assigned.

Minimum Qualifications:

- Strong track record as a team leader with a demonstrated ability to lead others and achieve results.
- Experience with Community Action Agencies and CSBG a plus.
- Must have of a strong understanding of the systemic causes of poverty and a desire to learn more.
- 5 years plus experience and commensurate education working in community development or related field.
- Ability to work within a highly multi-cultural, dynamic environment.
- Excellent communication and interpersonal skills.
- Demonstrated Team-Building skills.
- Ability to manage multiple projects, while building relationships and helping to manage change in a complex work environment.
- Strong analytical skills.

This position requires a flexible schedule. It is a professional salaried position and requires that staff be available on call, over the weekend and in the evenings as needed by clients, and staff related support systems. Passage Home is an “at will” employer.