

**El Paso Center for Children
Program Director -- HOPES
Job Description**

Supervisor: CEO

Summary: The Program Director is responsible for the overall implementation and development of the El Paso HOPES collaborative. This project is funded by the Texas Dept. of Family & Protective Services, Prevention and Early Intervention Division (PEI).

Responsibilities

1. Become expert in the Council on Accreditation standards and participate in all Performance and Quality Improvement (PQI) processes.
2. Develop strategic and operations plans for successful project implementation in partnership with subcontracting agencies.
3. Monitor budget expenditures in partnership with the CFO to ensure spend-down of funding and/or making budget adjustments as needed.
4. Monitors efficacy of service delivery.
5. Becomes expert in Kaleidacare and SharePoint, running reports on client population, demographics, service delivery and dosage, and referrals. Conduct analyses on this data for program reports, but also for PQI processes and for the purpose of leveraging potential funders and partners.
6. Leads partnership and outreach efforts for the HOPES project, serving as a leader on the Strong Families Workgroup and rallying subcontracting partners to stay engaged. Work to engage other PEI providers in the community to align/complement outreach strategies.
7. Becomes familiar with all service delivery modalities in order to adequately assess whether programs are being delivered with fidelity.
8. Work collaboratively with leadership and staff across partnering sites and with current partners in the community.
9. Supervise, correct, and coach employees, developing a strong, cohesive and engaged team
10. If eligible, may supervise interns.
11. Establish aligned enrollment processes, including a pre-screening tool for first-contact at events on the phone.
12. Work closely with the Clinician I, ensuring standards for that team member's service delivery guidance meet the requirements of the funder and modalities in use in the HOPES collaborative.
13. Provide reflective supervision for the Clinician I.
14. Develop new partnerships that can benefit families and ensure best practice delivery of program model.
15. Monitors progress toward goals; leads PQI thought process for HOPES and its subcontracting partners.
16. Maintains a high level of personal accountability, seeks opportunities to learn, welcomes opportunities to improve/correct performance/behavior, and demonstrates thoughtfulness in making suggestions to improve the quality of services.
17. Conduct and train staff regarding social work philosophy, trauma-informed care practices, and other topics specific to the project and to the Program Director's expertise.

18. Be expert in relationship development while being comfortable assertively coaching, correcting, supporting, motivating, and encouraging staff for compliance and excellent quality.
19. Manage audits, site visits, grant reports, and problem-solving needs of the project.

Organizational Relationships

- The Program Director reports directly to the Center's CEO. S/he directly supervises staff and subcontractors. Serves as the primary point of contact with the funder, managing reporting processes, site visits, and attending conferences. Serves as a consulting colleague to other Program Directors and is on the agency's Leadership Team.

Skills

- Knowledge of the State's HOPES Program.
- Outstanding interpersonal skills and the ability to engage, coach, train, correct, and inspire excellence among direct reports and subcontracting partners.
- A strong results orientation, openness to new ideas, and a proven ability to deliver a consistently high quality of service to both external and internal work partners.
- Excellent written and verbal communication skills.
- Ability to analyze data and identify trends, needs, and potential improvements to program operations across all partnering sites.

Qualifications

Minimum qualifications for this position include:

- 5 years of experience, with 3 in management/supervision; experience with performance evaluation, data analysis, reporting, and social service programming.
- A minimum of a Bachelor's Degree in Social Work, Counseling, Public Administration. Master's Degree preferred. LMSW or LCSW desirable.
- Exceptional computer skills, including proficiency in the use of the Microsoft Office Suite of business applications: Word, Excel, and PowerPoint.
- Good time management, organizational, and interpersonal skills, and ability to communicate effectively with both professional and non-professional people.
- Ability to read, write, and speak both English and Spanish are preferred.

Position Classification & Compensation

The Program Director is classified as an exempt, full-time employee as those terms are defined in the Center's Employee Handbook, and is eligible for employee benefits as defined for this classification.

Personal & Professional Conduct

The first responsibility of all El Paso Center for Children employees is to ensure the safety, welfare, and dignity of the youth and families the Center serves, and to serve as positive role models for them. A Program Director must exemplify the highest standards of personal, professional, and ethical conduct, and abide by the Code of Conduct set forth in the Center's Personnel Policies.