**Program Director**

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| **Status**: Full Time, Exempt | **Supervisor:** Associate Director |
| **Compensation**: Commensurate with Experience | **Work per week:** 40+ Monday-Friday, some evenings/weekends |
| **Location: Dane, Jefferson, or Waukesha County** |  |
| **Opening Date: 04/15/2022** | **Closing Date:** Until Filled |

**Summary:**

Community Action Coalition for South Central Wisconsin works to develop the economic and social capacities of individuals, families and communities in Dane, Jefferson, and Waukesha Counties. The Program Director is responsible for ensuring all CAC programs, services and operations assure individual dignity through a commitment to social justice and equity. A Directors’ primary responsibility is to hire, train, coach, and manage a team of staff responsible for implementing an array of evidence-informed, culturally responsive programs and services across the tri-county service area. Directors are responsible for grant reporting, program compliance and quality improvement. As community and organizational ambassadors, Program Directors serve as organization leaders, implementors, community liaisons, and role models for CAC staff, volunteers and participants.

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| Applications accepted by mail and online | |
| **Mail:** Attention Meghan Mietchen  4101 East Towne Blvd  Madison, WI 53704  [meghanm@cacscw.org](mailto:meghanm@cacscw.org) | **Online:** [Click Here](https://www.cacscw.org/employment/) |
| **Required Documents:** The following documents are required based on the job: Resume, Cover Letter and application (online or PDF) | |
| Applications and Documents submitted with missing information will not be considered. | |
| Applications accepted by email, mail, and online | |

**An Equal Opportunity/Affirmative Action Employer**

**Tasks and Duties:**

*Leadership and Supervision (50%)*

* Serve as agency leadership in the development and execution of strategic goals and efforts.
* Provide leadership on grant reports, administration, audit processes, and fund development.
* Hire, onboard, and coaching of staff.
* Assess community needs and lead implementation of CAC program and services.
* Assure staff follow agencies policies and procedures.
* Assess, plan, implement and evaluate caseworker knowledge, skills and abilities.
* Develop and manage programmatic budgets.
* Model and support implementation of CAC’s Organizational Standards to assure programs and services are evidence-informed and culturally responsive.
* Manage a process to review, address, and respond to participants formal and information feedback, including complaints.
* Supervise a team of 4-10 staff

*Program Compliance and Quality Improvement (30%)*

* Ensure all grants and funding sources follow contract regulations.
* Work through staff to realize and exceed program goals.
* Audit cases to assure compliance to standards of program quality.
* Assure the collection, compilation, maintenance and distribution of accurate data and information on participants.

*Development and Community-Building (10%)*

* Represent CAC on local community work groups and coalitions.
* Develop and maintain a community partnerships to advance the mission of CAC.
* Support agency fund development campaigns.

*Administration and Project Management (10%)*

* Maintain and organize a participant records, grant reports, communications, and other critical work-related materials.
* Lead implementation of agencies strategic efforts.
* Other duties as assigned.

**Required Knowledge, Skills and Abilities:**

* Demonstrated experience with administration or management of programs and services targeted for individuals and families affected by poverty, preferably in a social service agency.
* Experience and/or training in social services.
* Experience and/or training with techniques, principles and/or best practices of case management.
* Experience in preparing comprehensive and accurate reports, records and maintaining adequate documentation.
* Commitment to full participation of people experiencing poverty.
* Knowledge of the problems caused by poverty, the socio/economic problems and needs specific to individuals and families affected by poverty, the resources generally available to address these needs and respect for the strengths and capacities of individual and families to improve their lives.
* Practical skills and proven abilities in leadership development, community organizing, advocacy, effective interviewing, listening, problem-solving, conflict resolution and group dynamics.
* Effective written and oral communication skills, both on an individual and a group basis, with a wide variety of people including public officials, community leaders, human service agency representatives, business leaders, landlords and individuals and families affected by poverty or experiencing disabilities.
* Demonstrated dependability, punctuality, self-motivation, initiative and an ability to work with a minimum of supervision and as a team; be detail-oriented, manage multiple priorities and prioritize tasks.
* Ability and willingness to maintain a high degree of confidentiality regarding participant and program information and discretion in working relationships.
* Ability to work effectively with people of diverse racial, cultural, social, educational and economic backgrounds, including high risk populations.
* Competency using technology, including demonstrated skills in:
  + Word and Excel;
  + Wisconsin Service Point or HMIS (state database program);
  + Sales Force (internal database);
  + Rental markets in the service area, rental procedures, and tenants’ rights;
  + Food recovery and safe food handling techniques;
  + Access to a reliable, insured motor vehicle;
  + Wisconsin driver’s license;
  + Working telephone.

**Preferred Knowledge, Skills and Abilities**

* Experience working with social service resources available in the counties CAC serves.
* Bachelor’s degree in a related field with five years responsible executive-level work experience in fund development, administration, coordination, and evaluation of programs or services; an additional two years of relevant experience may be substituted for education.
* Ability to communicate in Spanish, a Southeast Asian language or American Sign Language or other form of communication.