Position: Program Director

Reports to: Executive Director and/or designee

Direct Reports: Four (4) manager-level direct reports with approximately twenty-five (25) indirect reports.

Classification: Exempt

Schedule: The Program Director should expect to work a minimum of 40 hours on-site or as many hours as required to complete the job. Position requires flexibility to work as well as on-call availability in the event of an emergency on weekends, before and after regular business hours (8:30 am to 5:00 pm).

Agency Overview: La Casa de las Madres (La Casa) is a California not-for-profit corporation established to provide services for battered women and their children. Founded in 1976, La Casa is San Francisco's oldest domestic violence program, providing comprehensive supportive services through an Emergency Shelter, 2-24 hour hotlines, non-residential Community Programs, and Community Education and Outreach Programs.

Our Mission: La Casa de las Madres’ mission is to respond to calls for help from domestic violence victims, of all ages, 24 hours a day, 365 days a year. We give survivors the tools to transform their lives. We seek to prevent future violence by educating the community and by redefining public perceptions about domestic violence.

Position Description: As part of the management team and under the direct supervision of the Executive Director, the Program Director is responsible for leading and managing domestic and intimate partner violence program services and support to women, teens and their children including where these services overlap and intersect with sexual assault, stalking, trafficking and other abuse. The Program Director will directly supervise program managers and coordinators responsible for service delivery at multiple locations including a confidentially located emergency shelter and community programs. Essential functions and primary responsibilities include, but are not limited to the following:

Program Planning, Oversight and Evaluation:
- Lead the implementation of programs and delivery of services 24 hours a day, 7 days a week, 365 days a year through effective management of agency resources.
- Develop work-plans by funding source (DOSW, MOH, HSA, CACFP, CalOES, foundations, etc.) and monitor program activities, regularly, to ensure activities are aligned and in full compliance with proposed services, objectives are met, and program staff is on track to meet goals.
- Attend, regularly, all relevant funding source meetings, trainings and events to stay current on contractual related matters.
- Contribute to strategic planning, oversight and development of all programming.
- Coordinate with Development and Finance Departments to prepare program budgets, financial and narrative, timely reports – demonstrating achievement – as required to public and private funding sources.
- Manage and analyze the collection of accurate client documentation and program service data in compliance with contract and grant reporting requirements.
- Develop, convene, manage and maintain effective community partnerships and when appropriate engage through Operational Agreements and/or Memorandums of Understanding.
- Identify best practices and create systems that ensure that services and programs are developed and implemented in accordance with public and private contract and funding source requirements, goals, objectives, outcomes and practices.
• Analyze client satisfaction and program effectiveness (internal tools/external trends), report findings to the Executive Director and develop new evaluation/feedback systems as needed.
• Provide 24-hour on-call coverage for emergencies of any kind either directly or through delegation.
• Special projects and other duties as assigned by the Executive Director.

**Administrative and Human Resources:**

• In consultation with the Executive Director, recruit, interview, hire, on-board and retain well qualified employees and consultants.
• Support managers to ensure knowledge and compliance with personnel policies and procedures for all employees, volunteers and consultants.
• Ensure that all program employees and consultants receive an appropriate orientation to the organization and the programs.
• Establish and implement a professional development plan to address employee experience and skill gaps and ensure that every direct service employee is qualified having completed 40 hours of state mandated specialized domestic violence counselor training as set forth in the California State Welfare and Institutions Code Sections 19290-18309.8 and the Evidence Code Sections 1037-1037.8.
• Supervise program staff through ongoing feedback, coaching, training, input and direction to sustain a positive work environment, high morale, inclusion and collaboration, ensure delivery of high quality programs and foster productivity and accountability.
• Oversee the implementation of daily operating procedures, safety protocols and administrative functions for shelter and community programs (red binder).
• Regularly engage with clients and stakeholders to gain community support and to welcome input for program improvement and enhancement.
• Lead program specific meetings, staff meetings and in-service trainings
• Serve as an active member of La Casa’s management team.

**Minimum Qualifications:**

• Master’s Degree (MA/MFT/MSW) 5 to 7 years of progressive senior level management and/or supervisory experience in a nonprofit setting.
• Will consider ten (10) plus years relevant work experience in lieu of an advanced degree.
• Verifiable completion of state mandated 40 hour domestic violence counselor training or will complete the next scheduled agency 40 hour domestic violence counselor training.
• Proven ability to lead a team towards success and reach required goals and obligations on a consistent basis.
• Outstanding communicator (verbal and written) an aptitude for public speaking, training and partnership building.
• Proven track record of managing public and private grants and/or contracts for programs.
• Proficient in Microsoft Office programs (Word, Excel, PowerPoint, Publisher, etc).
• Superior record with meeting deadlines and juggling multiple tasks and projects.
• Demonstrated ability to interface with high level departmental and community leaders, represent the agency and programs at local and statewide conferences, public hearings and other events.
• Must available to work including on-call availability in the event of an emergency on weekends, before and after regular business hours (8:30 am to 5 pm) for events, outreach activities, training and to meet program and administrative deadlines.
• Able to maintain confidential, accurate, and complete records including daily activities, monthly, quarterly and annual reports, etc.
• Ability to meet the physical requirements of the job including lifting, carrying, pulling, pushing and walking up stairs (1 to 5 flights, multiple times a day).
• Clearance through fingerprinting (Live Scan) required. La Casa de las Madres will consider applicants, including those with criminal histories, in a manner consistent with San Francisco’s Fair Chance Ordinance.
• Valid California Driver’s License, clean driving record and insurable under agency’s policy.
• Willing and able to commit to a 3-5 year tenure at La Casa de las Madres.

Desired Qualifications:
• Knowledgeable about the dynamics of domestic/intimate partner violence including impacts and responses, types of abuse, the cycle of violence, and effects of exposure; safety planning, warning signs and escalation, addressing risk assessments; abusive vs. healthy relationships and understanding power-over vs. respect.
• Verifiable completion of state mandated 40 hour domestic violence counselor training.

Required Competencies: To perform the job successfully, an individual should demonstrate the following competencies in executing the essential functions of this position.
• Problem solving – identify and resolve problems in a timely manner by gathering and analyzing information skillfully.
• Interpersonal skills – maintain confidentiality, remain open to others’ ideas and exhibit a willingness to try new approaches.
• Managing Up - Ability to exercise good judgment and manage communications with supervisor and/or agency leadership.
• Oral communications – speaks clearly and persuasively in positive or negative situations, demonstrates group presentation skills and ability to conduct meetings.
• Written communications – edits work for spelling and grammar, presents numerical data effectively and is able to read and interpret written information.
• Planning/organizing – prioritizes and plans work activities, uses time efficiently and develops realistic action plans.
• Quality control – demonstrates accuracy and thoroughness and monitors own work to ensure quality.
• Adaptability – adapts to changes in the work environment, manages competing demands and is able to deal with frequent change, delays or unexpected events.
• Dependability – consistently at work and on time, follows instructions, responds to management direction and solicits feedback to improve performance.
• Safety and security – actively promotes and personally observes safety and security procedures, and uses equipment and materials properly.

Compensation & Other Information: Salary: Competitive - DOE. Excellent benefit package includes: Kaiser/HSA health plan, dental, life insurance, long term disability, employee assistance program, employee funded 403 (b) retirement plan and generous vacation plan. The Program Director position is a full-time, exempt position requiring flexibility that will include working evening and weekend hours.

How to apply: Qualified candidates should submit their resume and cover letter. The cover letter should describe your experience of and perspective on the following: 1) Your knowledge of domestic/intimate partner violence and/or homelessness and domestic violence; 2) Describe your management/supervisory style and what you like most about managing staff; 3) Your commitment to the mission of La Casa de las Madres.

Email your application packet to: hr@lacasa.org Incomplete applications will not be reviewed. Review of applications will begin on June 17th and continue until the position is filled. Please no phone calls.
Your cover letter should include your salary requirement. If contacted, the initial interview will include the completion of a standard employment application.

Principals Only. We do not accept resumes from third parties and we will not pay fee to an agency. Any unsolicited resumes received will be considered the property of La Casa de las Madres and will be processed accordingly.

La Casa de las Madres is committed to diversity in its programs and encourages and actively recruits applicants that are reflective of the San Francisco Bay Area population. We are an equal opportunity employer.

You may also submit your cover letter and resume via mail to:
La Casa de las Madres – PD
Attention: Human Resources
1269 Howard Street
San Francisco, CA 94103