



Job Posting

TITLE: Program Director
REPORTS TO: Executive Director

STATUS: Full-Time/Salary/Benefitted/Exempt
SALARY: Based on Experience

About ParentsCAN: Founded in 2005, ParentsCAN is a professional, parent-led organization that helps families of children with special needs. ParentsCAN provides peer support and parent education, with the goal of connecting parents to services that strengthen their families. ParentsCAN maintains a strong commitment to underserved populations. ParentsCAN provides services throughout Napa County from its Napa-based resource center at 1909 Jefferson Street.

Purpose of the Position: The Program Director is an experienced professional who is a member of the leadership team and is responsible for providing strategic and operational oversight of direct services provided by the agency. The Program Director will develop deep knowledge of agency Strategic Plan and program operations to ensure seamless team management and development, program delivery, quality control and evaluation. This position will manage a growing direct service staff of 8 parent peer advocates.

Key Responsibilities include:

Leadership & Management:

- Implement and enhance the organizational plan established in order to achieve organizational goals set by the agency Strategic Plan.
- Ensure ongoing programmatic excellence and high level of customer service.
- Assist in program development and recommend budget, timelines and resources needed to achieve program goals.
- Work with staff to develop and follow systems to ensure consistent, high-quality services
- Develop inter-team communication and cohesiveness, sustaining a positive and supportive culture.

Team Management and Development:

- Attract, develop, coach, mentor and retain high-performance team members, empowering them to elevate their level of responsibility, span of control and performance.
- Implement and enhance a system to evaluate and address the skill, experience and professional development needs of direct service staff
- Develop objective performance measurements to ensure consistent, high-quality evaluation and goal setting for all employees.

Program Operational Management:

- Assure compliance and evaluation of ParentsCAN Programs.
- Monitor expenditures, data collection, reporting and evaluation on an ongoing basis for the current grants and contracts.
- Implement and enhance policy & procedures regarding ParentsCAN Programs/program staff.
- Develop the necessary systems, processes and tools to better support the facilitation, collection and sharing of knowledge that is generated by the programs.

Resource Development:

- Recommend and develop program areas of need, incorporating volunteers when appropriate.
- Collaborate with Development Director and Community Engagement Director, to expand fundraising activities to support existing programs and the growth of ParentsCAN.
- Manage and enhance relationships with existing partner organizations and develop new partner relationships.

Qualifications:

- Personal qualities of integrity, reliability and a commitment to and passion for ParentsCAN's mission
- Must have strong analytical and communication skills, demonstrate excellence in both oral and written communication



- Strong project management skills managing complex, multifaceted projects resulting in measurable successes and program growth
- Experience leading organizational wide initiatives while supporting and developing individuals and teams
- Self-starter with the ability to work as part of a team
- Able to manage time effectively
- A high degree of integrity in dealing with confidential information
- Knowledge of child development, disabilities and family support programs

Requirements:

- Bachelor's Degree or commensurate experience in related social service field
- 3-5 years supervising 5+ staff in a nonprofit and multicultural environment
- Computer proficiency in Microsoft Office programs, web-based data entry programs and email and calendars using Outlook
- Must possess valid California driver's license and proof of insurance
- Pass background check

To apply for this position please send a detailed cover letter outlining your interest in this position and describes your experience related to job responsibilities, along with a resume to ParentsCAN in one of these formats:

Mail: 1909 Jefferson Street, Napa, CA 94559

Email: careers@parentscan.org

Fax: 707.253.2244

Please no drop-ins or phone calls.

ParentsCAN is an equal opportunity employer.