

Job Title: Director of Program Innovation and Transformation
Department: Program Innovation and Transformation
Reports To: Chief Operating Officer
FLSA Status: Exempt

FUNDING NOTICE: Position will be reviewed by March 31st annually to determine funding availability in the new fiscal year beginning July 1st annually.

COVID-19 NOTICE: Proof of receipt of the COVID-19 vaccination required. Proof of immunization must include a copy of documentation indicating the vaccines received.

WORKING SCHEDULE: This position is designated as essential and will be required to report to the office during inclement weather. The Director of Program Innovation and Transformation will be issued a mobile device to manage day, evening, and weekend programming at various agency sites. This position will also be responsible for attending early morning, evening, and weekend events as assigned.

SUMMARY

The Hampton Roads Community Action Program serves more than 7,000 individuals or 10,000 households annually through its 23+ programs and services. The Director will create innovative strategies to improve the service delivery for adults and children served by the agency. Duties include auditing and monitoring all internal programs and services to identify and address any programmatic deficiencies. The Director will be detail-oriented, organized, and able to generate reports from multiple client databases to analyze and report data deficiencies recorded/not recorded by agency staff.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties within the scope of this position may be assigned.

Program Innovation

- Manage and direct ongoing learning strategies to build organizational development that results in measurable outcomes.
- Oversee the management and implementation of Whole Family Approach practices across all agency programs.
- Manage staff, budgets, deliverables, timelines, contractors, work plans, and reporting
- Implement and manage agency initiatives and programs.
- Responsible for securing at least \$200,000 annually.

Practice Transformation

- Direct and manage program initiatives using Whole Family Approach strategies and other evidenced-based tools.
- Prepare and maintain confidential case records and files; document all interactions with clients by entering data into agency databases.
- Participate in local workgroups and coalitions to strengthen existing relationships, help establish new partnerships and stay abreast of trends and policy changes.

- Report on internal and external issues to the Chief Operating Officer.
- Other duties as assigned.

Leadership and Administrative Duties

- Serve as trusted advisor and thought-partner to the Chief Operating Officer on the implementation of agency priorities.
- Prepare briefing packages for COO as needed.
- Develop and create agency annual report and various agency newsletters.
- Prepare operations and procedures manuals to assist various programs.
- Develop project proposals, reports, service agreements, RFP's, and grant applications.
- Draft press releases, talking points and presentations.
- Travel expected at least 30-40% local and 20% non-local per month.
- Must be available to work evening and weekend hours as needed.
- Assist and support PCDC Executive Director with administrative functions as needed.

Program Compliance

- Oversee and manage quality assurance reviews of program data and supporting documentation for agency programs.
- Observe and monitor coaching/counseling sessions and home visits.
- Review and report incomplete and past-due tasks, plans, and case notes.
- Create and perform weekly, monthly, quarterly, and annual auditing and monitoring schedules for each program and service offered by the agency.
- Ensures eligibility screener is accurate and supports the services approved by program staff.

SUPERVISORY RESPONSIBILITIES

Supervise staff as assigned by Chief Operating Officer / PCDC Executive Director.

SAFETY RESPONSIBILITIES

In addition to complying with the guidelines for all associates:

Comply with all Federal, State and Local regulatory standards and procedures.

Ensure that all associates are trained in HRCAP's Safety Policies, Rules and Regulations; trained for the jobs they will be performing; trained for the equipment they will be using; and understand the potential safety hazards in their work area.

INFORMATION PRIVACY AND SECURITY

This associate may have access to Confidential Information (CI) and is required to be familiar with the HRCAP's Privacy policy related to the handling of CI, and follow all related procedures required to protect the privacy and security of CI.

QUALIFICATIONS

- Lift 15 to 50 pounds with or without a reasonable accommodation
- Able to stand and walk for extended periods of time with or without a reasonable accommodation
- Able to repeatedly lift, carry, push, pull, and handle products with or without a reasonable accommodation
- Ability to drive a 15-16 passenger van with or without a reasonable accommodation

EDUCATION and/or EXPERIENCE

- Bachelor's degree in field related to business administration, or comparable experience/and or certifications in related field. **Master's degree preferred.**
- Three (3) years of experience in nonprofit management, program management, and the administration of evidence-based tools to measure and report outcomes and services.
- Experience designing reports, presentations, and other documents for agency distribution.
- Proficient in Office365 including Outlook, Excel, PowerPoint, Word, Visio, Adobe Acrobat Pro, Adobe PhotoShop and Illustrator.
- Criminal record check and credit report (if needed) will be required for employment and will be monitored ongoing.
- Track record for maintaining and deepening relationships with customers or accounts.
- Adept at networking, building relationships, and community engagement.
- Ability to work across the organization to deliver solutions that meet internal and external objectives.

CERTIFICATES, LICENSES, REGISTRATIONS

Current state driver's license, proof of current auto insurance coverage, satisfactory driving record and working vehicle required.

PHYSICAL DEMANDS

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.



SEDENTARY

Lifting up to 10 pounds maximum and occasionally lifting and/or carrying such articles as dockets, ledgers, and files. Walking and standing are required only occasionally

WORK ENVIRONMENT

There are no unusual work environment characteristics associated with performing the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.



LIMITED

General office environment infrequently exposed to extreme atmospheric conditions (temperature, noise, fumes, dust, etc.)

EXPECTED OUTCOMES AND SERVICES (subject to change as needed)

- Host at least one (1) program events per month for families. Successful turnout is 15-20 individuals (non-HRCAP staff)

- Establish and coordinate a monthly calendar that component directors, managers, and coordinators will speak at city council work sessions, council meetings and school board meetings across the Hampton Roads region.
- Present monthly dashboard and summary of all programs service outcomes achieved monthly (3rd Monday of each month) from all program components to Chief Operating Officer and other staff.
- Host annual volunteer appreciation event for agency in April.
- Schedule monthly housing and financial literacy and workforce development workshops. Below Director will be responsible for reporting the number of clients that attend each workshop:
 - Please include any other workshops – above is a minimum report out
- Submit monthly agency data report with specific NPI indicators and other required outcomes and services provided that have been cross aligned with empowOR
- ___ # of grants submitted that align with a goal of securing at least \$200,000 annually

All other outcomes are based on individual program expectations by the funder. Please ensure this activity including any budget amend actions that are not included are attached to monthly agency reporting template.

STANDARDS FOR MEASURING PERFORMANCE

The effectiveness of the performance of the Director of Program Innovation and Transformation and will be measured by the following standards:

1. Adherence to the agency’s strategic plan, the achievement of outcomes and metric reports, the implementation of the creation of programs and activities and the attainment of budgetary targets.
2. Quality and level of effectiveness in building community relationships among all constituent groups cited above.
3. Oversee the agency’s service provider network and/or guiding coalition.
4. Conducts studies, surveys and evaluations as needed or directed.
5. Produces detailed reports of findings, conclusions, and recommendations.
6. Secure at least \$200,000 annually obtained through project proposal submissions.
7. Improve internal and external communication.
8. Overall contribution to the achievement of the organization’s mission and objectives.

RECEIPT OF JOB DESCRIPTION

I have received, reviewed and understand this job description. I further understand that I am responsible for satisfactorily performing the essential duties described in the job description. I understand the job functions may be changed from time to time. I will be able to perform the essential functions of this position with or without accommodation. I understand that if I will need an accommodation for this position, I will inform Human Resources and management of my accommodation needs.

Print Name _____

Associate Signature _____

Date _____