



## Big Brothers Big Sisters of Flagstaff Program Director Job Description

**TITLE:** Program Director  
**STATUS:** Fulltime/Exempt  
**RESPONSIBLE TO:** Executive Director  
**APPOINTMENT:** Executive Director  
**WAGE RANGE:** \$35,000 - \$40,000 DOE  
**BENEFITS:** Health Eligible with 50% employee contribution

### QUALIFICATIONS:

**Education:** Program Director (hereafter referred to as PD) must have a Bachelor of Science degree, or a bachelor's degree in a related field. BSW and MSW preferred.

**Skills:** PD must have two years of increasingly responsible social services work experience. Must have a minimum of one-year management, supervisory or administrative experience. Use of "Salesforce" system a plus.

**Personal:** PD must be mature and be able to convey warmth and acceptance. PD must have ability to develop good rapport quickly with others, and must be in agreement with philosophy of Agency. PD must be flexible and have a sense of humor and must have willingness for continued personal and professional development.

### RESPONSIBILITIES:

- Complete Quality Assurance on all volunteer and family enrollments, including: individual orientations, interviews, and completion of any other enrollment processes. Discuss results of QA with program staff.
- Train program staff on enrollments including in-home parent/child interviews, child safety education and enrollment processes. Assess and refer families for alternative or additional services as needed.
- Ensure high-level proficiency in applying child safety and risk management knowledge, policies and procedures throughout all aspects of job function. Identify child safety issues for volunteers, children and their families.
- Collaborate with other service delivery staff to ensure smooth transition among functions.
- Identify and eliminate any barriers interfering with the completion of the enrollment process.
- Hire, train and supervise all program staff (Customer Relations Specialist, Match Support Specialists, Program Coordinators and social work interns).



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- Arrange In-service Trainings and Staff meetings.
- Assure that all National Standards are met for casework compliance through documentation and casework practices.
- Complete monthly, quarterly and annual reports when requested.
- Direct, monitor and assess casework activities.
- Conduct problem solving with matches as needed.
- Make appropriate community referrals as needed and establish effective relationships with appropriate community organizations (Flagstaff Public Schools, Juvenile Court, DCS, etc.).
- Monitor and assess program design and function for School and Community Based, Step Up and Bigs in Badges programs as needed.
- Assure that all grant requirements are met for any grants.
- Communicate with Executive Director regularly regarding program issues and program operations.

### COMPETENCIES:

- **Customer/Client Focus** – Is dedicated to meeting the expectations and requirements of fellow staff, volunteers, children, parents and agency partners; talks and acts with them in mind; establishes and maintains effective relationships with customers/clients and gains their trust and respect; views her/his role as adding value to the experience of volunteers and children in their match relationship; builds parental support for the match; deals effectively with diversity; demonstrates high degree of flexibility and adaptability.
- **Sales/Marketing** – Ensure customers feel they have been listened to; establish credibility quickly; create and seize opportunities to match customer interest with program options; display enthusiasm and commitment; maintain a positive “can-do” attitude; answer detailed questions about program options; position each inquiry for program involvement.
- **Priority Setting** – Spends her/his time and the time of others on what’s important; quickly zeros in on the critical few and puts the trivial many aside; can quickly sense what will help or hinder accomplishing a goal; eliminates roadblocks; creates focus.
- **Listening** – Practices attentive and active listening; has the patience to hear people out, can accurately restate the opinions of other even when he/she disagrees; understands child safety issues and is vigilant in recognizing signs of problems.



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- **Approachability** – Is easy to approach and talk to; spends the extra efforts to put others at ease; can be warm, pleasant and gracious; is sensitive to and patient with the needs and interests of others; builds rapport well; is a good listener.
- **Interpersonal Savvy** – Relates well to all kinds of people; builds appropriate rapport; listens; builds constructive and effective relationships; uses diplomacy and tact; capable of diffusing difficult situations comfortably; doesn't show frustration.
- **Organizing** – Can marshal resources to get things done; orchestrate multiple activities at once to accomplish a goal; uses resources effectively and efficiently; arranges information and files in a useful manner; follows established process; identifies information and incomplete information in time to do something about it.
- **Understanding Others** – Listens carefully to various points of view, whether or not he/she agrees; suspends judgment until others have had their say; accepts diversity in others. Ability to mediate and create middle ground understanding.

### PROPER WORK ETIQUETTE:

**Dress Code:** Inappropriate clothing, jeans and/or tennis shoes are not allowed. Professional attire is required.

**Confidentiality:** Absolute confidentiality is required. The PD will have access to personal information regarding volunteers and clients. A breach of confidentiality will result in immediate dismissal.

**Work Attitude:** PD is expected to work on the job. If the amount of work or intensity of work is not satisfactory, this could be cause for dismissal. If PD has any questions regarding a project or task, they should feel free to ask any questions. Asking questions is better than doing something inaccurately. PD will be working with many volunteers, parents and board members. PD is expected to be pleasant and helpful. It is important that accurate information be dispersed. General office etiquette is expected to be adhered to.

**Policy and Procedure Compliance:** PD is required to read and comply with the policy and procedures manual at all times. Time for reading the manual is given during the initial training period, but the PD should continue to maintain knowledge of the manual's standards and requirements.

### COMMUNICATION:



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The supervisor may provide an on-going evaluation of the PD's performance and other work habits. PD should feel free to also communicate if they are unsure of an assigned task, any proper office etiquette, or anything else of concern to the PD. A formal evaluation (without pay increase) may be held one month after employment (or sooner if the need arises). This will also serve as a mutual time for communication.

### **TRAINING:**

PD is required to participate in all agency in-service trainings and attend national trainings as requested by the Executive Director.