

Position Title: Program Director, Middleton Outreach Ministry
Reports to: Executive Director
Supervises: Case Managers, Seniors Program Manager, and Distribution Center Manager
Compensation: \$54,000, FTE, Some benefits available; Salaried-Exempt
Date Created: April 2018

Summary:

Middleton Outreach Ministry is working to prevent homelessness and end hunger in the West Madison, Middleton and Cross Plains area. The Program Director is responsible for overall management, supervision and evaluation of all client-facing programs at MOM, ensuring greatest impact of our services in the lives of people in our community, with a bend towards innovation and greater community change. As a member of the management team, the Program Director will influence the direction and strategy of the organization and lead community outreach as it relates to the services we offer, in addition to problem solving as it relates to program, volunteer and client issues.

The ideal candidate will have a proven ability to foster coordination and cooperation among diverse groups with sometimes competing goals. He or she will be committed to getting results in a fast-paced and complex environment, including working with community groups and partners, volunteers, and clients when needed.

Job Responsibilities:

The Program Director will:

- Above all, assist with developing and implementing key strategic organizational initiatives, focusing on highest delivery of impact and data and research-driven innovation to prevent homelessness and end hunger in our community.
- Lead department managers in program development and evaluation to assure the highest level of client service.
- Collect and analyze data (both qualitative and quantitative) and trends in programs, ask questions, identify issues, and develop and recommend solutions. With the department managers, develop budgets that reflect goals and intended outcomes.
- Develop and implement a community outreach program to cultivate new and reinforce existing partnerships to create greater impact for those struggling with instability.
- Facilitate ongoing educational opportunities for staff and volunteers.
- Be familiar with and assure that all programs operate within the scope of applicable regulations.
- Develop, maintain and communicate current emergency policies and procedures as they relate to the MOM office and Distribution Center.
- Provide services directly to clients and fill in for program managers.
- Provide strong, accountable supervision and servant-leadership assistance to program managers and volunteers, as applicable.

Qualifications:

We're seeking candidates who excel in **relationship-building**, are **innovative**, and **results-oriented**, and have strong **project management skills**. You:

- Can show a demonstrated commitment to meeting a high bar without sacrificing customer service. You have a demonstrated ability to prioritize strategy over a task-list, but with the ability to operationalize long-term ideas and projects and meet deadlines.
- Enjoy talking to people to listen and learn, without an agenda, with an eye towards collaboration and greater community impact. You can navigate important conversations with attention to partnership, honesty, and positive win-win outcomes.
- Are curious and have demonstrated creative solutions to complex problems.

- Enjoy working with people with differing goals and obstacles, and getting to “yes” together.
- Can be flexible, and adapt quickly when a plan needs to change.
- Have demonstrated ability to work independently and possess initiative.
- Have experience in management of programs and people, as well as budget creation.
- Have volunteered or worked with non-profits in some capacity.
- Experience using and mastering a variety of types of technology based tools, with the ability to learn independently.
- Ability and willingness to work on evenings and weekends on a semi-frequent basis, in order to perform outreach and assist with programs and program supervision.

MOM’s Core Values:

At MOM, no matter the role, we are all stewards of community resources, using them to best serve clients towards our mission and vision and to bring community members together to create lasting impact. The Program Director is an integral part of MOM’s team and must demonstrate the following competencies:

Communication: Communicates verbal and written ideas and thoughts clearly, accurately, and respectfully; listens to others and seeks to understand others’ perspectives.

Customer Service: Responds to internal and external needs in a timely and professional manner; maintains personal accountability and ownership for providing a high level of customer service.

Reliability/Dependability: completes tasks accurately, thoroughly, and on time, arrives on time to work and meetings; accepts assignments and follows through on promises and all aspects of assigned work.

Respect and Integrity: Delivers honest feedback in a supportive manner; demonstrates fair treatment of others and supports a positive environment in words and in actions. Always maintains a high level of confidentiality.

Teamwork: Collaborates with and supports co-workers on projects/tasks by helping out where needed; provides adequate lead time for others to meet deadlines; is willing to help out, no matter how big or small the task. At MOM, **all staff members** play active roles in the Volunteer Program and in Fundraising and Development.

Work Habits/Planning: Effectively plans, organizes, and prioritizes work with written plans, prioritizing written plans and thorough, accurate record keeping and documentation; displays a positive attitude and remains consistent in work actions. Must always be willing to support the team/organization in all aspects of job.

Working Conditions:

Physical Requirements: Mostly sedentary work, exerting up to 25 lbs. of force occasionally or a negligible amount frequently; on occasion more physical exertion is required when working in the Distribution Center.

Note: The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.