

Position Title: Program Director, Middleton Outreach Ministry
Reports to: Executive Director
Supervises: Case Management and Food Security staff
Compensation: \$60,000-\$66,000 commensurate with experience, FTE, Some benefits available; Salaried-Exempt
Date Created: September 2021

Summary:

Middleton Outreach Ministry brings our community together to create food and housing security through action and advocacy, primarily in the Middleton, West Madison, and Cross Plains areas. 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, collaboration, and greater community change. As a member of the leadership 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. They 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, data, and research-driven innovation to create food security and housing stability.
- Recognize changing needs and shifts in the environment, proposing and overseeing program changes to fully address current needs.
- Develop innovative and collaborative services outside of our office, to meet our clients where they are at, understanding that traditional models are not accessible to all and supporting both urban and rural client needs. Broaden community outreach to cultivate new and reinforce existing partnerships to create greater impact for those struggling with instability.
- 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. Keep all staff fully informed of key program data.
- With the department managers, develop budgets that reflect goals and intended outcomes.
- Support ongoing educational opportunities for staff and volunteers around food security and housing stability. Participate in advocacy opportunities.
- 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 as needed.
- Provide strong, accountable supervision and servant-leadership assistance to program managers and volunteers, as applicable.
- Work as a liaison between the Program team and the Development team, along with the other leadership team members.

Qualifications:

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

- Must be willing to engage in personal and professional work around cultural competency and knowledge of racial justice values.
- Have experience with some or all of the following: best practice techniques of case management, low-income and subsidized housing programs, eviction prevention programs, trauma-informed care, issues of mental health and substance abuse, poverty issues, food security systems, and knowledge of resources available.
- 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, independently and as part of a team.
- 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, a forever learner, and have demonstrated creative solutions to complex problems.
- Enjoy working with people with differing goals and obstacles and getting to "yes" together.
- Believe and practice a model of constant improvement. Can be flexible and adapt quickly.
- 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.

Staff Core Competencies:

At MOM, no matter the role, we all are stewards of community resources, using them to best serve clients towards our mission and vision. To do this, we bring community members, both donors and volunteers, together to create a lasting impact. All staff are required to meet standard staff core competencies.

All staff are required to actively support fundraising and development efforts by participating in agency events and encourage donor relationships. All staff must also exhibit excellent volunteer management skills and work collaboratively with volunteers to ensure a positive experience for the volunteer and the agency.

Working Conditions:

- **Physical Requirements:** A mix of active and sedentary work, exerting up to 25-40 lbs. of force occasionally on a somewhat regular basis.
- **Physical Activity:** Primary working position both sitting, with occasional standing, walking, stooping, crouching, and kneeling; frequent reaching, carrying, lifting, pushing, pulling, fingering, grasping, typing, talking-speaking clearly, hearing-conversation, and seeing-near.
- **Work/Environmental:** Moderate noise level consistent with an office environment. When in the Distribution Center building, moderate to loud noise level, cement floors and temperature variations consistent with a warehouse environment.
- **Personal/Physiological:** Interaction with people, working around people, planning of activities, making judgements in emergency situations, frequent changes in duties and volume of work, intra-organizational communication.

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.

This position has considerable contact with the public and with vulnerable populations. A criminal background check and a Motor Vehicle Record check will be completed by The Employer Group prior to hire.