

POSITION TITLE: PROGRAM DEVELOPMENT MANAGER

March 2024

REPORTS TO: Community Based Teams Division Director

SUPERVISES: Community Health Workers

STATUS: Non-Exempt

SUMMARY:

Working closely with the Division Director, develops, organizes, coordinates and expands the assigned program(s) to support the needs of our clients in the agency service area. Provides program support and ensures the successful delivery of program outcomes. Provides direction, clarification and guidance for other staff members working in these programs. Maintains an extensive knowledge of related community resources and the laws and regulations specific to the area of care coordination. Creates documentation and collects data to demonstrate program work, learning and outcomes.

General Responsibilities:

- Provides planning, leadership and direction and develops short and long-range plans; gathers, interprets and prepares data, coordinates programs with other departments, governmental agencies, and local community agencies.
- Working with the Division Director, maintains the financial well-being of assigned programs by researching funding sources, developing and writing proposals, performing cost control activities and monitoring contract spending; approves program expenditures; assures the efficient and economical use of program funds, personnel, material, facilities and time; prepares and submits required funding requests and reports.
- Researches, recommends, and coordinates program or service changes; reviews and evaluates programs; monitors new programs or services and assures contract compliance.
- Assists the Division Director in establishing work rules, safety requirements and performance standards specific to programs.
- Assists the Division Director in establishing and implementing policies, procedures, and standards for the efficient, safe and effective operation of assigned programs.
- Assists the Division Director in monitoring service provision to assure operational compliance with applicable rules and regulations.

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- Develops and maintains systems and records that provide for the proper evaluation, control and documentation of assigned operations.
- Prepares or oversees the preparation of reports and facilitates the resolution of problems or emergencies affecting the availability or quality of services.
- Responds to the most sensitive or complex inquires or service complaints.
- Promotes assigned programs and services; maintains contacts in service area communities; attends various public meetings and makes presentation to increase public awareness of programs; acts as resource person for the media regarding programs and services.
- Provides program and agency representation by participation in various committee, organization and local, state, and national agency meetings to exchange information, provide guidance and input, and to remain up-to-date on current program developments.
- Supervises and evaluates the daily work of assigned staff members.
- Performs other duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of community based human services principles and practices.
- Thorough knowledge of federal, state, and local policies, procedures, and regulations applicable to program areas.
- Knowledge of assigned programs, principles and practices.
- Ability to communicate effectively, both orally and in writing.
- Knowledge of modern principles and practices of management and supervision.
- Ability to develop and implement short and long-range plans to meet program needs.
- Ability to plan, develop, organize and execute assigned programs, including monitoring budgets, evaluation of the case management work related to the assigned programs.

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- Ability to establish and maintain effective working relationships with staff, outside organizations, and the general public.
- Ability to perform social and economic research and development.

REQUIRED EDUCATION OR EXPERIENCE:

A Bachelor of Arts/Science degree in a human service-related field, business management, leadership, education or two years' experience working for a human services agency, or in a similar role. Prefer at least one year supervisory experience; Comfortable with speaking/presenting in small or medium group settings.

Or

Any combination of education and experience which would provide the applicant with the desired skills, knowledge and abilities required to perform the job.

REQUIRED CERTIFICATION AND LICENSES:

- Valid driver's license in state of residence, or ability to obtain prior to employment.
- Must have reliable transportation.
- Must maintain automobile insurance as required by the State of Washington.
- Acceptable completion of a criminal history background check.

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

* ***Denotes Essential Functions***