



This job description reflects the management's assignment of essential function; it does not prescribe or restrict the tasks that may be assigned.

## **PROGRAM DIRECTOR**

**REPORTS TO:** Chief Executive Officer

### **SUMMARY**

Program Director is responsible for managing the programs, activities and managers/supervisors of all program related departments to ensure Women's Resource Medical Centers of Southern Nevada (WRMCSN)'s standard of care.

### **ESSENTIAL FUNCTIONS**

#### **STAFF DEVELOPMENT**

- Manage supervisors of each department; scheduling, interviews, hires, and trains a productive leadership team and conducts performance reviews.
- Identify capacities needed (skill sets and competencies) to achieve programmatic and organizational goals. Work with senior staff to ensure those capacities are developed or acquired.
- Serve as resource advisor to program staff and support their work by managing resources, opportunity, time, and information.
- Participate in yearly performance assessments of program staff, goal setting, and support professional development on an ongoing basis
- Communicate and update leadership teams on progress and activity.
- Responsible for ensuring updates to policies and procedures for all program related activities and departments and communicating/ training processes to staff and volunteers.

#### **PROGRAM DEVELOPMENT, DIRECTION, AND MANAGEMENT**

- Consistently review current policies and procedures to ensure best practice and compliance with state and federal healthcare regulations, medical laws and ethical standards.
- Develop and effectively direct programmatic activities to ensure program performance methodology is sound and they position WRMCSN to be a leader regionally and nationally.
- Serve as a senior leader for pregnancy health content, program design, evaluation, and dissemination across all programs.
- Monitor scopes of work to ensure timeliness, quality and accuracy of activities vis-à-vis contractual and grant commitments. Ensure programmatic excellence through

development and implementation of innovative performance and outcomes measures.

- Ensure and direct the development of regular and timely programmatic updates across all programs to ensure cross-pollination of ideas, knowledge-building, and resource sharing. This includes helping to develop a knowledge management system and supporting processes.
- Facilitate small and large group meetings, internally and externally. This may also include facilitating on site community meetings.
- Monitor national initiatives in the field of pregnancy care over abortion as well as programmatic innovations and best practices from other sectors to ensure that WRMCSN program staff remains well-informed. Ensure that innovations and best practices are incorporated into WRMCSN programmatic activities.
- Lead the collaborative development of survey, monitoring and evaluation tools.
- Ensure regulatory compliance with HIPPA, OSHA, labor laws, and other federal, state and local regulations.
- Consistently review current policies and procedures to ensure that the department is operating on the highest level of WRMCSN's standard of care and mission.
- Oversee client patient satisfaction, including troubleshooting when there is a complaint and developing process improvements to prevent recurrences.
- Provide executive reports of program outcomes for CEO and Board of Trustees.
- Oversee all aspects of program budget; establishing financial needs of each department and manage spending.
- Responsible for the financial performance of the revenue cycle if medical billing is instituted.
- Perform and participate in quality/performance improvement activities.
- Direct and oversee accreditation, compliance, and regulatory activities of the organization.

## COMMUNITY ASSESMENT AND DEVELOPMENT

- Partners, leads and collaborates with key individuals, groups, coalitions and organizations to effect change and generate positive health outcomes within our community.
- Identifies opportunities for collaborative relationships with local, state, regional and national sources.
- Ensures updated community referral information for organization's referral program.
- Establishes collaboration over referral with organizations wherever possible.

## **EDUCATION AND EXPERIENCE**

- Bachelor's degree required
- Strong work tenure: 5 to 10 years of experience in strategic planning and grant management oversight, preferably in a non-profit organization

- Experience working with high-level decision makers, trustees, and other stakeholders.
- Demonstrated experience of program strategic planning: leadership, structure, implementation and outcome phases.
- Demonstrated experience in planning and establishing evidence-based program initiatives.
- Demonstrated track record of grant writing and grant management.
- Community involvement a plus.

### **SKILLS & QUALIFICATIONS**

- An active, growing personal relationship with Jesus Christ as Savior and Lord.
- Compassion for and commitment to providing abortion alternatives to women facing unplanned pregnancies and their unborn babies.
- Proven leadership skills and management experience, including the ability to develop team performance and a genuine desire to coach and mentor
- Excellent analytical, interpersonal, organizational, and writing skills; Knowledge of medical issues and terminology.
- Strong relationships throughout the public health field and across other sectors on the regional and national levels
- Knowledge of clinical practice standards, normal maternal/fetal growth and development.
- Knowledge of healthcare systems operations.
- Model professional conduct through appearance, communication, mutual respect, leadership, ethical decision-making, critical thinking, and problem-solving skills.
- Demonstrate responsibility for professional practice through active participation in professional organizations and continuing education in related field; healthcare, program and grant management.
- Demonstrate an understanding and knowledge of HIPAA Privacy and Security regulatory policies and internal procedures concerning Protected Health Information (PHI) Use and Disclosure.
- Leadership skills; ability to lead others and develop the employees and volunteers that have been entrusted to your care and oversight.
- Able to independently seek out resources and solve complex problems.
- Strong public speaking and presentation skills; as well as discretion, sound judgment, and political acumen
- Requires a clear understanding and empathy for the challenges faced by resource- and capacity limited communities; a firm grasp of community capacity building; and knowledge/understanding of health equity and economic and social determinants of health
- Able to record activities, document assessments & interventions; prepare reports and presentations. All communication in written, oral and electronic modes expected to be culturally relevant, timely and legally and ethically responsible.
- Highly effective organization, multi-tasking, communication, negotiation and interpersonal skills.

- Personal, professional and public integrity. Treats colleagues with respect and dignity and demonstrates conflict resolution skills.
- Contribute to promoting a culturally responsive work environment.
- Adherence to standards and codes of conduct that govern behavior among peers and colleagues so as to contribute to maintaining a work environment that promotes cooperation, respect and trust.
- Participates in building consensus and resolving conflict in the context of policies, programs and services, always promoting the organizational vision, goals and plan.
- A “team-mindset” to contribute to and benefit from working together with the whole ministry to fulfill WRMCSN’s mission.
- Proficient in Microsoft Office (Outlook, Word, Excel, and Power Point), Adobe Acrobat, and Social Media web platforms.
- Must have valid driver’s license and current insurance for light to moderate local travel.
- All employees are expected to participate in fundraising and volunteer recruitment activities.
- Must be willing to complete a background check.

### **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to perform the essential functions of this job successfully. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle or feel reach with hands and arms and talk or hear. The employee is frequently required to sit. The employee is occasionally required to stand; walk and stoop, kneel, crouch or crawl. The employee must occasionally lift and move weight exceeding 25 pounds.

### **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

### **FULL TIME /EXEMPT**

POSITION: Program Director

DEPARTMENT: Client Services Department

REPORTS TO: Chief Executive Officer

SUPERVISES: Department Managers and Supervisors

STATUS: Full Time/ Exempt

COMPENSATION: Compensation commensurate with experience.

SCHEDULE: Tuesday through Saturday with evenings and weekends as required

HOURS: 9:00AM to 6:00PM