



## **JOB DESCRIPTION**

### **Director of Program Services**

<b>JOB TITLE:</b>	<b>Director of Program Services</b>
<b>REPORTS TO:</b>	<b>Deputy Director</b>
<b>TIME REQUIREMENT:</b>	<b>40 hours per week</b>
<b>SALARY:</b>	<b>Starting \$55,000</b>

#### **Position Summary:**

Kingdom Builders Family Life Center serves a richly diverse and historically underserved population, with a mission to strengthen families, empower youth, and foster holistic community transformation. The Director of Programs will play a pivotal leadership role in advancing this mission by overseeing program strategy, staff development, and community engagement.

The ideal candidate will bring a deep commitment to equity, cultural responsiveness, and social justice. They must be skilled in navigating cross-cultural environments with humility and respect, and capable of building authentic relationships across lines of difference. As a key representative of the organization, the Director of Program Services will embody our values in both internal leadership and external partnerships—ensuring that programs are not only effective but also rooted in the lived experiences and aspirations of the communities we serve.

#### **Responsibilities**

##### **Leadership:**

- Cultivate existing relationships with vendors with the goal of ensuring sufficient space and resources and access to services.
- Develop and implement strategies that will maximize synergies among program areas.

##### **Team Management and Development:**

- Develop and implement a system to evaluate the skill, experience, and professional development needs of all staff.
- Implement a professional development program to address employee experience and skill gaps.
- Attend meetings, which may include some evenings and weekends.
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- This role reports directly to the Deputy Director and will manage a growing team of 10, guiding them toward operational excellence, innovation, and measurable impact
- Work with staff to develop objective performance measurements across all sites, to ensure consistent, high-quality evaluation, and goal setting for all employees.
- Instill a sense of accountability among team members by modeling tight oversight of individual and organizational performance standards.
- Recruit, hire, and oversee training and orientation of all staff members.

### **Program Operational Management:**

Using the existing balanced scorecard and program dashboard; establish consistent, objective program performance standards of accountability.

### **Qualifications**

This is an extraordinary opportunity for an individual with team management experience to grow and further develop a proven program. The successful candidate will lead programs, partner with the CEO and work collaboratively with a high-performance management team. Specific requirements include:

- Minimum of a BA, MA preferred
- At least 10 years of experience with three of those in a team management role
- Demonstrated success developing and evaluating program models, and selecting and successfully operationalizing innovative programs.
- Proficient in using technology as a management reporting tool and experience working with information technology staff to develop and implement program evaluation systems
- Strong project management skills managing complex, multi-faceted projects resulting in measurable successes and program growth
- Experience having worked with a high-performance, collaborative, constructive peer group
- Strength in hiring, recruiting, managing, developing, coaching, and retaining individuals and teams, empowering them to elevate their levels of responsibility, span-of-control and performance.
- Deep understanding of human resources, employee performance improvement plans, and corrective action policies
- Demonstrated results in managing complex systems and proven experience negotiating win-win agreements.
- Excellent verbal and written communication skills with exceptional attention to details
- Personal qualities of integrity, credibility, and a commitment to and passion for the organization's mission.

**Certifications:**

Must complete 40 hours of domestic violence competency-based core training within 90 days of employment.

Must become a Certified Trainer in the field of domestic violence, sexual assault, and human trafficking and competency-based core training within the first year of employment.

**Training:**

24-hour professional enhancement training annually, including all KBFLC required training in the power and control dynamics of domestic violence

**Knowledge and Skills:**

Superior verbal and written communication skills

Solid working knowledge of Microsoft Office Suite and ability to learn customized computer software

Proven ability to prioritize conflicting demands

Effective organizational skills

Excellent presentation skills

**Safety Equipment**

Universal Precautions

Comply with Occupational Safety and Health Administration (OSHA) rules and regulations

Life Safety Equipment (fire extinguisher)

**Transportation:**

Must have reliable transportation.

Must be able to meet DOT driving requirements of age 25 and possess a valid Colorado Driver's License and auto insurance.

**Machines, Tool and Equipment Used:**

Computer, telephone, fax, copier

**Supervisory Relationship(s)**

Reports to Deputy Director on all issues and program services ~ Manage all program staff members and is directly responsible for the supervision of the Youth and Adult Services Leads, Managers, and Coordinators.

**Work Environment:**

Office Environment

Field and Community base work

This position will be based in KBFLC headquarters, with regular trips to safe houses.

Visiting some sites within the organization may present exposure to adverse working conditions due to people who are mentally ill, who may be psychotic, and who may present some exposure to

communicable diseases, be verbally abusive or present a threat of violence.

**Limitations and Disclaimer:**

While the essential duties of your job are outlined above, it may be necessary at times for the organization and/or your supervisor to vary your responsibilities while keeping them within the scope of the work you were hired to do. I recognize that this is a general job description and is not meant to be a detailed list of assignments.

I have read and understand this job description and hereby certify that I am qualified to perform this position and can perform the essential functions of this position, with or without reasonable accommodation. I understand that I must inform the Deputy Director or Human Resources Manager if at any time I am unable to perform the essential responsibilities.

\_\_\_\_\_  
Name (please print): \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_



