



HISPANIC CENTER

of western michigan

Director of Programs Job Description

Position Description

The Director of Programs will be a strategic thought-partner, and report to the executive director (ED). The successful candidate will be a hands-on and participative manager and ensuring seamless team management and development, program delivery, and quality control and evaluation. In this newly established role, the Director of Programs will manage a growing staff. The Director of Programs will be one of the key external face of The Hispanic Center in the community.

Organization

Founded in 1978, The Hispanic Center of Western Michigan mission is

“TO UNITE HISPANICS WITH RESOURCES THAT ENABLES THEM TO BECOME SELF SUFFICIENT AND EMPOWERED TO STRENGTHEN WEST MICHIGAN”

We do this through Education, Economic Development and Outreach.

For more information, please visit www.hispanic-center.org

Position

The Director of Programs will play a critical role in partnering with the senior leadership team in strategic decision making and operations as the Hispanic Center continues to enhance its quality programming and build capacity. This is a tremendous opportunity for an operations leader to maximize and strengthen the internal capacity of a well-respected, high-impact organization.

Responsibilities (Other duties may be assigned)

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 the synergies among program areas.
- Building qualified teams to implement programs.

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.
- 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 organization performance standards.
- Recruit, hire, and oversee training and orientation of all staff members.

Program Operational Management:

- Utilizing data/program dashboard; establish consistent, objective program performance standards of accountability

- Program design, development, measurement and implementation of programs which are aligned with organizational goals
- Proven track record in writing, obtaining and implementation of grants
- Management of program related budgets

Qualifications

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

Specific requirements include:

- Minimum of a BA, or equivalent work experience
- 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, multifaceted 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 through 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 Hispanic Center's mission