

Position Title: Assistant Program Director

Department: Family & Resident Services

Status: Non-Exempt

Salary: \$55,000 - \$65,000/year

ADVERTISEMENT:

The WHA is hiring! Seeking an Assistant Program Director for the Family & Resident Services department to develop, oversee, and monitor program requirements that assist and serve our residents in meeting their goals of self-sufficiency through intensive, guided case management and coaching. The Assistant Director oversees a staff of up to five coordinators/coaches and ensures they are meeting the needs of their clients in compliance with grant and program requirements. The Assistant Director works with other WHA departments, as well as local resource agencies to refer clients for services. The Assistant Director monitors and maintains client escrow accounts alongside the Accounting Department. The Assistant Director helps to develop, coordinate, and schedule various professional and personal development workshops and events to benefit program participants. The Assistant Director screens participants to determine program eligibility, conducts periodic audits, and follows up with staff to confirm compliance. The Assistant Director creates individual staff goals and monitors staff progress towards meeting those goals, as well as day-to-day personnel management. The Assistant Director participates in meetings and conferences with upper management, providing periodic reports and data as requested.

EDUCATION, EXPERIENCE AND SKILLS REQUIRED:

The ideal candidate should possess a four (4) year college degree in social service related field, as well as a minimum of three (3) years of experience working in a social service case management environment. Applicants must possess at least three (3) years of experience managing staff, including setting goals and monitoring performance. Candidates must have the ability to work effectively with diverse populations and a general understanding of the issue of poverty and its causes. The ability to establish goals, provide coaching, monitor progress, and achieve measurable outcomes is required. Strong interpersonal communication and writing skills are required. Preference given to bilingual (English/Spanish) candidates. Strong organizational skills and the ability to multi-task are a must. Must be comfortable using Microsoft Word, Excel, and Outlook, as well as conducting internet research and learning computer programs. A valid, insurable driver's license and the ability to be relied upon to be available for work are mandatory. Hours are 8:00 a.m. – 4:30 p.m., Monday through Friday, with occasional fluctuations for evening workshops, classes, and meetings. Salary range is \$55,000 - \$65,000 annually for this position, commensurate with candidate's experience.

HOW TO APPLY:

Email resume and cover letter to jobs@worcesterha.org. No calls. Reasonable accommodations provided to applicants with disabilities. EOE. Preference provided to Section 3 applicants.