

STATUS: Full-Time, Salary
Classification: Exempt
Reports to: Chief Operating Officer (C.O.O.)

Organizational Profile:

Pridelines, Miami's LGBT Community Center, is a rapidly growing non-profit, 501c3, organization dedicated to supporting, educating and empowering South Florida's lesbian, gay, bisexual, transgender and queer/questioning youth and community in safe and diverse environments to promote dialogue, wellness and to foster social change.

Position Overview:

The Director of Health Programs and Services (DHPS) works within Pridelines' mission to provide diverse health programming to the LGBTQ and ally community and is responsible for driving the growth and success of Pridelines' Health Programs and Services Department. Through inspiring and effective leadership, the DHPS directs all department activities toward achieving its annual goals and objectives.

Responsibilities:

The primary job responsibilities for the Director of Health Services include but are not limited to the following:

- **Program and Services Development and Delivery**
 - Responsible for the management, supervision, implementation, and evaluation of all Pridelines' health-related programs and services, which are granted by private, federal, and state funders including SAMHSA/CSAP and Florida Department of Health among others
 - Assess community needs and communicate with stakeholders to gain community support and to solicit input to create and enhance population specific and culturally relevant community health programs and services with measurable goals and objectives
 - Ensure consistency of quality, accountability and high standards in all programs; this includes providing training for staff/volunteers and developing procedures, models, and comprehensive structural frameworks of support for the health services department
 - Analyze trends within programs, identify issues and develop and implement solutions
 - Create and maintain system of statistical records to track all programs and services in the agency database
- **Program and Services Management**
 - Manage and maintain all health programs and services contracts and grants, including the necessary documentation required by funders
 - Work with the C.O.O. to develop the agency's health programs and services budgets, maintain fiscal controls to ensure all health programs and services are within the scope of the annual budget, and make appropriate adaptations as funding streams change
 - Work with the C.O.O. to develop policies and procedures appropriate to the mandate of the agency as they relate to the Health Programs and Services Department
 - Assess situations to determine the importance, urgency and risks, and make clear decisions which are timely and in the best interests of Pridelines and the Center
 - Work with the Volunteer Coordinator to recruit and manage volunteers to support the organization's health programs and services
 - Work with the Marketing Committee to develop, implement and evaluate recruitment strategies to expand the number of clients participating in the programs

- Work in conjunction with the Director of Development to identify community health program related grant funding opportunities, develop grant proposals, help with the execution of special events directly related to the health programs and services, and to promote individual giving efforts among recipients of health programs and services, including planned giving efforts.
- **Community Relations**
 - The DHPS participates actively as an agency representative in collaborative partner networks and in related community activities that increase Pridelines' visibility as a health programs and services provider within the community
 - Responsible for the expansion of health programs and services, identifying and forming community partnerships to enhance and increase the number of health programs and services offered by Pridelines, specifically at the Center when appropriate
 - When appropriate opportunities arise, the DHPS will participate in national and regional committees, and they will attend regional meetings, workshops, and conferences when the budget allows

Qualifications:

- A graduate degree in Social Work, Psychology, Public Health or related field i.e. organizational management, human services, public health (preferred)
- Minimum of 5 years' experience in a related field (required)
- Familiarity with, and a passion for LGBT health issues
- Experience managing federal, state, and local government grants
- Knowledge and experience of HIV prevention and supportive services including medical case management
- Personal qualities of integrity, compassion, positive leadership, "can-do" attitude, flexibility, a sense of humor, and the capacity to exercise discretion and independent judgment as well as the ability to work as part of a team
- Strength in recruiting, supervising, and developing individuals, empowering them to utilize their expertise and elevate their levels of responsibility, span of control, and performance
- Understanding of working with diverse populations that leads to client centered support services
- Able to establish and maintain positive working relationships with others, both internally and externally, to achieve the goals of the organization.
- Demonstrated success developing, implementing, and evaluating community-based health or social services program models, and selecting and operationalizing innovative programs
- Speaks, listens and writes in a clear, thorough and timely manner using appropriate and effective communication tools and techniques.
- Understands ethical behavior and business practices and ensure that own behavior and that of others is consistent with these standards
- Ability to travel and/or commute locally and long distances
- Willing to work evenings, weekends and weekdays
- Able to prioritize multiple projects and manage frequent interruptions
- Proficient in using technology as a reporting tool and experience working with information technology staff to develop and implement program evaluation and reporting systems
- Proficient computer skills and experience with cross functional database systems
- Bilingual English/Spanish (preferred)