



Director of Programs

Status: Full Time; Salary
Classification: Exempt
Reports To: Chief Operating Officer (COO)

Organizational Profile:

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

Position Overview:

The Director of Programs is responsible for the development, implementation, management, staffing, supervision, and evaluation of Pridelines programs and services and contributes to the organization's growth and success. As a member of the senior management team, the Director of Programs participates in strategic planning and budgeting initiatives in addition to problem solving. They work within the mission of the organization to provide diverse programming to the LGBTQ+ and ally community in an affirming, compassionate, and safe environment.

Responsibilities:

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

Program Development and Delivery:

- Responsible for the management, supervision, implementation, and evaluation of all Pridelines' programs and services, which are granted by private, local, federal, and state funders, including health-related programs and services, social/support groups, youth enrichment activities, and case management and wraparound services for youth at risk of or actively experiencing homelessness and people living with HIV
- Develop and maintain sustainable community support programs with measurable outcomes
- 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
- Analyze trends within programs, identifying issues and developing and implementing solutions
- Assess community needs and communicate with stakeholders to gain community support and solicit input to create and enhance population specific and culturally relevant programming
- Work with the Volunteer Coordinator to develop, implement and evaluate recruitment and training strategies to expand the number of volunteers to support the programs
- Develop, implement and evaluate recruitment strategies to expand the number of clients participating in the programs

- Direct the operation of the drop-in Youth Lounge, clothing closet, shower, laundry facilities, and meals including implementing guidelines for accessing these services
- Create system of statistical records to track all programs and services in the agency database(s)
- Ensure all programs meet their annual work plan goals
- Work in conjunction with the Grants Committee to write proposals to apply for public and private funds
- Maintain fiscal controls to ensure all programs are within the scope of the annual agency and programmatic budgets and make appropriate adaptations to programs as funding streams change

Management and Supervision of Program Staff/Volunteers:

- Develop a cohesive staff team who support and respect each other, the clients, and the organization
- Organize and attend departmental meetings to maintain effective communication
- Ensure adequate and qualified volunteers to carry out program activities
- Responsible for the selection, hiring, supervision, coaching, evaluation, training, and management of program employees and volunteers
- Identify learning needs for program and service volunteers/staff and assist in providing needed training

Agency Management:

- In the absence of the executive team, and in conjunction with the senior management team, help manage the day-to-day operations of Pridelines and the centers
- Work with the executive team to develop the program budgets and monitor and be accountable for all program and service expenditures
- Advise the executive team about programs and policies appropriate to the mandate of the agency
- Active participant in the senior management team of Pridelines

Community and Committees:

- The Director of Programs participates actively as an agency representative in collaborative partner networks and in related community activities.
- Responsible for the expansion of the programs by identifying and forming community partnerships to enhance and increase the number of programs offered by Pridelines, specifically at the centers when appropriate.
- The Director of Programs is responsible for supporting agency committees as appropriate
- When appropriate opportunities arise, the Director of Programs will participate in national and regional committees including attending regional meetings, workshops, and conferences and visiting other LGBT agencies for observation and technical assistance in building capacity when budget allows.

Qualifications:

- A graduate degree in Social Work or Mental Health Counseling
- Minimum of 10 years required experience working in a related field
- Demonstrated success developing and evaluating program models, and selecting and implementing innovative programs
- Experience with grant writing, grant management, and contract negotiation

- Familiarity with, and a passion for LGBT issues
- Knowledge and experience of HIV prevention and supportive services including medical case management
- Strong knowledge and understanding of social justice issues, racial equity, and anti-oppression/anti-racist frameworks
- Understanding of positive youth development, trauma, resilience, mental health, and suicide prevention strategies
- 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 work and as part of a team
- Strength in recruiting, managing, developing, and retaining 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.
- 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
- Strong and effective public speaking skills
- 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 Microsoft Office (required), and cross functional data management and case management systems
- Must be able to pass a Level 2 Background Clearance

Benefits and Compensation

Pridelines offers the following employee benefits in partnership with ADP Total Source:

- Health, Vision, and Dental with a domestic partner option
- Employer-paid term life and long-term disability insurance
- Supplemental term-life insurance
- An employee assistance program
- 401K Retirement Program
- Up to 3 weeks of paid time off
- 12 paid holidays

Salary: \$70,000-\$80,000

Non-Discrimination Statement:

We are committed to achieving a diverse workforce through application of our Equal Opportunity, Non-Discrimination and Harassment Policies in all aspects of employment including recruitment, hiring, promotions, transfers, discipline, termination, wage and salary administration, benefits, and training. We are committed to the principle of equal employment opportunities for all employees and to providing employees with a work environment free of discrimination and

harassment. You are encouraged to apply regardless of race, color, religion, sex, sexual orientation, gender identity, national origin, veteran or disability status, family or parental status, age, or any other status protected by the laws or regulations in the state of Florida. All employment decisions are based on business needs, job requirements and individual qualifications. Priceline's does not tolerate discrimination or harassment of any kind.

You are also invited to self-identify if you believe you may be covered by the ADA (Americans With Disabilities Act) and wish to benefit from the protections it offers.