



JOB TITLE: Program Director

EMPLOYER: Asian Youth Center

DEPARTMENT: Education & Community Engagement

REPORTS TO: Deputy Director

EFFECTIVE DATE: June 1, 2023

FLSA STATUS: Full-Time, Exempt, At-Will

SALARY: \$80,000 - \$110,000 per year

SUMMARY: Provide support and direction for education and community engagement programming in the areas of program operations, contract monitoring and reporting, evaluation, staff supervision, team building, personnel administration, public relations, fundraising, and administrative operations for the department. Programs include but are not limited to: Youth & Parent Leadership Development Dream Centers at middle and high schools, K-8 afterschool programming, COVID-19 education & outreach, Stop Hate, TEAM & CHANGES community education and assistance programs, etc. See Program Manuals and funding source Scope of Work or contract documents for more specific program information. In addition, the Program Director is a member of the Executive Management Team and as such provides support and assistance to the Deputy Director and Executive Director for the agency. This position is based out of San Gabriel, CA with a hybrid schedule. Travel to school sites and community events in the San Gabriel Valley, Northeast Los Angeles, San Fernando Valley, and the Antelope Valley may also be required as part of the job duties.

DUTIES AND RESPONSIBILITIES:

- Provide direct supervision to Program Managers and direct service staff who plan and implement the day-to-day program activities;
- Maintain open lines of communication with staff and welcome feedback;
- Monitor progress toward and ensure accomplishment of program goals and outcomes;
- Develop program designs and strategies for new and ongoing programs, to meet community needs and in accordance with funding requirements;
- Develop Memoranda of Understanding (MOUs), agreements, and grant proposals to facilitate partnerships and funding opportunities;
- Comply with quality control, quality assurance, and program evaluation plans and oversee appropriate data collection and analysis activities;
- Act as the central point of contact with funding sources, and attend required trainings and meetings with funding sources, community partners, and others as appropriate;
- Ensure that documentation is accurate, up-to-date, and completed in compliance with AYC and funding source requirements;

- Work with the Fiscal Department to develop and utilize budgets;
- Oversee public relations and outreach activities for programs;
- Represent AYC at community collaborative and external meetings with partners as assigned;
- Attend and facilitate AYC trainings and meetings including but not limited to program meetings, department meetings, Management Team meetings, Directors Team meetings, Board of Director Meetings (as needed), and All Staff meetings;
- Work on a flexible schedule which may include evenings, weekends, and holidays as needed to meet the needs of program operations and individuals supported;
- Perform other related duties as assigned by supervisor or as identified in program manuals or funding source contracts.

SUPERVISORY RESPONSIBILITIES:

- Directly supervises 5-6 employees within the department.
- Indirectly supervises 10+ employees within the department.
- Carry out supervisory responsibilities in accordance with the organization's policies and applicable laws.
- Responsible for working with the HR and operations department to complete hiring, training, and maintaining an effective and qualified staff, including but not limited to:
 - Job postings, interviewing and hiring;
 - Coordination of background checks;
 - Orientation and training;
 - Oversight of ongoing supervision and scheduling;
 - Facilitation of staff and or team meetings;
 - Conducting and reviewing staff performance and disciplinary process when needed;
 - Maintenance of personnel records; and
 - Implementation of personnel policies.

REQUIRED QUALIFICATIONS:

- Master's degree in Criminal Justice, Social Work, Education or related field; or bachelor's degree in fields listed above plus 4-10 years of related experience and/or training;
- At least 5 years of related working experience with high-risk, at-risk, undocumented, immigrant, and/or low-income youth and/or parents in afterschool programming and/or community outreach, education, and engagement programming;
- At least 2 years of management experience including supervising staff with demonstrated ability to motivate, lead, and team build;
- Experience with outcome evaluation procedures, analysis, and reporting;
- Experience with coordinating multi-stakeholder projects;
- Experience representing agency and programs at meetings with funding sources, partner organizations and community-based public meetings and/or public speaking;
- Excellent verbal and written communication skills and attention to detail in documentation;
- Excellent computer skills;
- Certificates, licenses, and registrations required: Adult, Child, and Infant CPR/AED & First Aid Certification; valid California driver's license, excellent driving record, reliable transportation, and auto insurance.

PREFERRED QUALIFICATIONS:

- Experience with Justice, Equity, Diversity & Inclusion theory, and practices as they apply internally to organization, as well as externally to community engagement and program implementation with diverse communities;
- Working knowledge of local communities in the San Gabriel Valley, Northeast Los Angeles, San Fernando Valley, and/or Antelope Valley; and
- Bilingual in Mandarin, Cantonese, Vietnamese, or Spanish.

COMPETENCIES:

- **Cultural Competence** – Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; Educates others on the value of diversity; Promotes a harassment-free environment; Builds a diverse workforce.
- **Ethics** – Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.
- **Adaptability** – Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.
- **Analytical** – Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs work flows and procedures.
- **Attendance/Punctuality** – Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.
- **Business Acumen** – Understands business implications of decisions; Displays orientation to profitability; Demonstrates knowledge of market and competition; Aligns work with strategic goals.
- **Change Management** – Develops workable implementation plans; Communicates changes effectively; Builds commitment and overcomes resistance; Prepares and supports those affected by change; Monitors transition and evaluates results.
- **Cooperation** – Establishes and maintains effective relations; Exhibits tact and consideration; Displays positive outlook and pleasant manner; Offers assistance and support to co-workers; Works cooperatively in group situations; Works actively to resolve conflicts.
- **Cost Consciousness** – Works within approved budget; Develops and implements cost saving measures; Contributes to profits and revenue; Conserves organizational resources.
- **Customer Service** – Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.
- **Delegation** – Delegates work assignments; Matches the responsibility to the person; Gives authority to work independently; Sets expectations and monitors delegated activities; Provides recognition for results.
- **Dependability** – Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.

- **Design** – Generates creative solutions; Translates concepts and information into images; Uses feedback to modify designs; Applies design principles; Demonstrates attention to detail.
- **Initiative** – Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.
- **Innovation** – Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.
- **Interpersonal Skills** – Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.
- **Job Knowledge** – Displays required job skills and knowledge; Exhibits ability to learn and apply new skills; Keeps abreast of current developments; Requires minimal supervision; Displays understanding of how job relates to others; Uses resources effectively.
- **Judgement** – Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.
- **Leadership** – Exhibits confidence in self and others; Inspires and motivates others to perform well; Effectively influences actions and opinions of others; Accepts feedback from others; Gives appropriate recognition to others.
- **Managing People** – Includes staff in planning, decision-making, facilitating and process improvement; Takes responsibility for subordinates' activities; Makes self available to staff; Provides regular performance feedback; Develops subordinates' skills and encourages growth; Solicits and applies customer feedback (internal and external); Fosters quality focus in others; Improves processes, products, and services.; Continually works to improve supervisory skills.
- **Motivation** – Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.
- **Oral Communication** – Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.
- **Organizational Support** – Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.
- **Planning/Organizing** – Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.
- **Problem Solving** – Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.
- **Professionalism** – Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

- **Project Management** – Develops project plans; Coordinates projects; Communicates changes and progress; Completes projects on time and budget; Manages project team activities.
- **Quality** – Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.
- **Quality Management** – Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.
- **Quantity** – Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works quickly.
- **Safety and Security** – Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.
- **Strategic Thinking** – Develops strategies to achieve organizational goals; Understands organization's strengths & weaknesses; Analyzes market and competition; Identifies external threats and opportunities; Adapts strategy to changing conditions.
- **Teamwork** – Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.
- **Technical Skills** – Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.
- **Visionary Leadership** – Displays passion and optimism; Inspires respect and trust; Mobilizes others to fulfill the vision; Provides vision and inspiration to peers and subordinates.
- **Written Communication** – Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

PHYSICAL DEMANDS AND WORK ENVIRONMENT:

- Frequently required to stand
- Frequently required to walk
- Frequently required to sit
- Occasionally required to climb, balance, bend, stoop, kneel or crawl
- Continually required to talk or hear
- Occasional exposure to outside weather conditions
- While performing the duties of this job, the noise level in the work environment is usually quiet to very loud
- The employee must occasionally lift and /or move more than 35 pounds

Work Remotely

- Hybrid

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities, or physical requirements. Nothing in this job

description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Please send a cover letter and resume along with 3 references to careers@aycla.org

AYC is an Equal Employment Opportunity Employer and adheres to hiring practices in accordance with Federal and State regulations.