



JOB TITLE: Program Director

EMPLOYER: Asian Youth Center

DEPARTMENT: Youth & Family Services

REPORTS TO: Deputy Director

EFFECTIVE DATE: May 1st, 2023

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

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

SUMMARY: Provide support for overall program management in the areas of program operations, contract monitoring and reporting, evaluation, staff supervision, team building, personnel administration, public relations, fundraising, and administrative operations. Programs include but are not limited to: Credible Messenger Services, Educational Pathways & Vocational Opportunities, Gang Intervention, Health Ambassador, and Re-entry Intensive Case Management Services. 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 as a whole. This position is based out of San Gabriel, CA with a hybrid schedule. Occasional travel to other offices in Hawthorne, Lancaster, and Pomona may also be required as part of the job duties.

DUTIES AND RESPONSIBILITIES:

- Provide direct supervision to Program Managers who plan and implement the day-to-day program activities;
- Monitor progress toward and ensure accomplishment of program goals and outcomes;
- Comply with Quality Assurance plans and oversee appropriate evaluation activities;
- Act as the central point of contact with the funding source, and attend required trainings and meetings with funding sources;
- 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 for programs;
- Coordinate public relations and outreach activities for programs;
- Represent AYC at community collaborative and outside meetings as assigned;
- Maintain open lines of communication with staff and welcome feedback;
- Collaborate with Deputy Director and Program Managers to ensure timely follow-up and resolution of issues or concerns;
- Attend and facilitate AYC trainings and meetings including but not limited to program meetings, management meetings, Executive Team Meetings, Board of Director Meetings, 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 **4-6** employees within the YFS department.
- Indirectly supervises **1-30** employees within the YFS department.
- Carry out supervisory responsibilities in accordance with the organization's policies and applicable laws.
- Responsible for 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;
 - Maintenance of personnel records; and
 - Implementation of personnel policies.

REQUIRED QUALIFICATIONS:

- Master's Degree (MA) or equivalent in Criminal Justice, Social Work, Education, or related field, or 4-10 years of related experience and/or training, or equivalent combination of education and experience;
- At least 5 years of related working experience with high-risk, at-risk, probation, foster care, and/or low-income youth and/or parents;
- At least 2 years of management experience including supervising staff;
- Ability to motivate, lead, and team build with staff;
- Experience working with diverse communities;
- Excellent verbal and written communication skills and attention to detail in documentation;
- Computer literate; and
- 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 outcome evaluation procedures, analysis, and reporting
- Bilingual in Mandarin, Cantonese, Vietnamese, or Spanish

COMPETENCIES:

- **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 workflows and procedures.
- **Business Acumen** - Understands business implications of decisions; Displays orientation to profitability; Demonstrates knowledge of market and competition; Aligns work with strategic goals.

- **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.
- **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.
- **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.
- **Quality** - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.
- **Quantity** - Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works quickly.

- **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.
- **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:

- Occasionally required to stand
- Occasionally required to walk
- Frequently required to sit
- Occasionally required to climb, balance, bend, stoop, kneel or crawl
- Frequently 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 moderate
- The employee must occasionally lift and /or move more than 35 pounds

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

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