

JOB TITLE: Program Director

EMPLOYER: Asian Youth Center

DEPARTMENT: Education & Community Engagement

LOCATION: San Gabriel CA

REPORTS TO: Deputy Director

EFFECTIVE DATE: June 1, 2021

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

SALARY: \$62,400 - \$75,000



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 program at high schools, K-8 afterschool programming, COVID-19 education & outreach, TEAM & CHANGES community education and assistance programs, etc. In addition, the Program Director is a member of the Directors Team and Management Team and as such provides support and assistance to the Executive Director for the agency.

DUTIES AND RESPONSIBILITIES:

- Provide direct supervision to Assistant Program Director(s), Program Manager(s), Program Coordinator(s), 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;
- 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 the 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 outside 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 **3-7** employees within the department(s).
- Indirectly supervises 3+ employees within the department(s).
- 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:

- Bachelor’s Degree in Education, Social Work, or related field;
- At least 5 years of related working experience with high-risk, at-risk, probation, foster care, and/or low-income youth and/or parents in after-school programming and/or community outreach, education, and engagement programming;
- At least 3 years of management experience including supervising staff with demonstrated ability to motivate, lead, and team build with staff;
- Experience with outcome evaluation procedures, analysis, and reporting;
- Experience representing agency and programs at meetings with funding sources, partner organizations and community-based public meetings and/or public speaking;
- 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;
- 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:

- Master's Degree (MA) or equivalent in Criminal Justice, Social Work, Education or related field, or four to ten years of related experience and/or training, or equivalent combination of education and experience;
- California Teaching Credential; 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.
- **Business Acumen** - Understands business implications of decisions; Displays orientation to sustainability and cost consciousness. 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
- **Customer Service** - Manages difficult or emotional client situations; Responds promptly to client needs; Solicits client feedback to improve service; Responds to requests for service and assistance; Meets commitments.
- **Interpersonal Skills** - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Able to delegate; Remains open to others' ideas and tries new things.
- **Judgment** - 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.
- **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.
- **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.
- **Quality** - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Meets quality and quantity standards; Monitors own work to ensure quality.
- **Communication** – Speaks and writes clearly and informatively; Comfortable leading meetings and conducting presentations; 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

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.