



Job Description

Job Title:	Senior Programs Director	Status: Exempt
Supervisor:	CEO/President	FTE: 1.0
Department:	Administration	Salary Grade: 45

Solid Ground believes poverty is solvable. Our communities are stronger when we support stability and break down the barriers to overcoming poverty. Solid Ground does both. We combine direct services with advocacy to meet basic needs, nurture success, and spread change. Through our programs, people gain stability and built skills that equip them to move forward in their lives. Through advocacy, we work toward ending racism and other oppressions embedded in our institutions, policies and culture that hold people back from succeeding. We bring the voices of people experiencing poverty into the political process, furthering social justice, and supporting our entire community to reach its potential.

As our workforce evolves to reflect the diversity of the communities we serve, our agency and workplace will be enriched and strengthened. As such, we will:

- Demonstrate the initiative to learn and enhance skills that promote anti-racism, cultural competency and an understanding of oppression and its impact.
- Participate in intentional learning efforts, including events relating to understanding and dismantling institutional racism and building cultural competency.

Job Summary:

Reporting to the CEO, the Senior Programs Director serves as a critical member of the Solid Ground Senior Leadership Team. The Senior Programs Director strengthens organizational capacity and alignment of the agency's goals and values to positively impact the delivery of permanent supportive housing, family housing, rapid rehousing, food systems and food education, and gender-based violence supportive services. The Senior Programs Director will supervise 3 Program Directors (Stabilization Services, Domestic Violence Housing Services, and Residential Services) and will have financial oversight of \$10M. This position will provide vision, leadership, and management to support the organization's strategic direction, program implementation, measurement, and evaluation including the development of revenue generating programs like fee-based resident services and help with the organization's strategic planning.

The Senior Programs Director serves as a liaison with government agencies and ensures stabilization programs and operational goals are met. As a strategic leader, the Senior Director of Programs partners to identify and cultivate strategic growth opportunities within their lines of service and to establish leadership practices that promote collaboration.

Key Responsibilities, Duties & Tasks:

Strategic Leadership

- Partner with the Solid Ground Senior Leadership Team to establish a strategic vision and guiding philosophy that leads the organization into the future through organizational design, culture change, innovation, process improvement, and strong financial and program oversight.
- Develop and implement a strategic planning process to create a sustainable business model that delivers timely, impactful, client-facing programs that support the agency's mission, vision, values, and goals.
- Oversee the development and expansion of fee-based services including resident services, behavioral health supports, and Medicaid/Medicare reimbursement, resulting in 2% net revenue growth.
- Evaluate the effects of internal and external influences on Solid Ground and the delivery of client-facing programs, developing short-term and long-term strategic plans that support the agency's mission, vision, values, and goals.
- Coordinate with the CEO, Senior Leadership Team, and agency staff to develop new program ideas and pilot projects, including integrating successful pilots into the Programs Department.

Operations and Systems

- Establish and maintain an effective, innovative Stabilization Action Center (*including the development of an impact metrics dashboard, policy and best practice development, and grant and funder compliance*)
- Lead the coordination, integration, and delivery of all stabilization programs, contracts, and related services, promoting collaborative relationships between program areas and ensuring that the expectations of funders, partners, constituents, clients, and other stakeholders are consistently met.
- Ensure databases and systems are used appropriately by all programs
- Develop an ongoing assessment process to determine the feasibility and sustainability of programs, leading to more effective and efficient service delivery
- Analyze and assess programs based on data collected, implementing corrective measures for continuous improvement.
- Deploy resources efficiently and effectively toward organizational goals, working with staff to balance workload and effort.
- Ensure that program design and process alignment are carried out in keeping with Solid Ground's values, mission, and vision.
- Ensure program partnerships are in alignment with the organization's strategic plan, mission, vision, values, and goals.

Finance/Budget

- Operate all programs, services, and activities, ensuring compliance with relevant laws and regulations.
- In collaboration with direct reports, monitor staffing levels and needs in response to internal and external environmental pressures that impact service delivery and budget; engage in workforce forecasting to anticipate impacts to budget and ensure programs are staffed appropriately.
- Participate in the budget development process and maintain a high level of fiscal responsibility including quarterly forecasts and real time adjustments to finances.
- Respond to relevant government and program requests for proposals (RFP) and applications (RFA) in partnership with Development staff; coordinates planning and activities necessary for the development of model program designs in response to RFPs and RFAs.
- Support funding development efforts through the promotion and execution of Solid Ground's annual fundraising event, proposal partnering with the CEO and Sr. Director of Philanthropy and Communication to steward funding relationships.
- Develop relationships with key individual donors and governmental agencies; help engage donors and federal, state, and local governmental funders through annual stewardship model.

Staff and Volunteer Development

- Accountable for the overall results, outcomes, and performance of the Stabilization Action Center delivery consistent with staff training requirements, annual performance goal, Anti-Racism and Trauma Informed Learning opportunities; and evaluate staff training needs to improve existing service delivery and/or in response to clients' needs that are consistent with existing service priorities.
- Directly manage Solid Ground's Stabilization and Housing Program Directors (*Residential Services Director, Hunger and Food Resources and Stabilization Services Director, Broadview Emergency Services Director*).
- Mentor and collaborate with Program Directors to train, evaluate, and develop of program staff, interns, and volunteers to support the agency's mission, vision, values, and goals.
- Help ensure continued volunteer engagement and growth; resulting in 1% volunteer engagement growth year-over-year.
- Mentor and collaborate with Program Directors, managers, and other team members, supporting their development and progress toward the delivery of effective programs and positive outcomes.
- Provide regular feedback so that supervisors, managers, and directors can continuously improve their supervision and mentoring skills.

Outreach/Advocacy

- Support equity and social justice process improvement to accomplish the agency's vision, mission, and values.

- Foster an environment of collaboration by partnering with governmental entities, private sector agencies, community stakeholder and clients to ensure programs of services remains relevant to clients' needs.
- Develop and maintain effective, innovative housing, food, and resident services that work to eliminate poverty, create equity and are in alignment with and enhances organization's social justice work.
- Participate in intentional learning efforts, including events relating to understanding and dismantling institutional racism, trauma informed engagement, and building cultural competency.
- Stay current with social justice trends and events to shape enticing programs for clients and staff.

Compliance

- Ensure that all department program directors have a clear understanding of organizational policy and process and cascading communication throughout individual teams.
- Ensure that all department programs and activities adhere to applicable laws and regulations and the mission, vision, values, and goals of Solid Ground.
- Ensures contract details/nuances are followed.

Other Duties

- Work directly with the Solid Ground Board of Directors and other key committees regarding the development, delivery, measurement and ongoing improvement of programs and services.
- Present to various Committees, Elected Officials, Funders, Stakeholders, Board of Directors, and the CEO, as requested.
- Other duties as assigned.

The duties listed above are intended as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or is a logical assignment to the position.

Minimum Qualifications:

At least three of the following or any combination of education, experience and measurable performance which demonstrates the capability to perform the duties of this position:

- Bachelor's or Advanced degree in Business/Public Administration, Social Work, or a related field.
- Minimum of five years strategic planning experience, including implementation and change management, leadership and organization development and operations planning.
- Three years of experience supervising a minimum of 5 managerial level staff at one time and managing a program of service in a non-profit.

- Experience in research and best practices regarding organizational analytics, including development of outcomes measurements such as dashboard metrics, quality improvement on deliverables and scorecards.
- Experience developing fee-based services including profit-loss ratios, breakeven costs, and sustainable business growth and development.
- Minimum two years of planning and administering a budget.
- Expert interpersonal and public communication skills.
- Proven track record of managing information effectively, providing staff with perspective and direction to accomplish their goals.
- Knowledge of anti-racism principles and trauma informed practices, as well as familiarity with issues of poverty.
- Strong relationship builder with the ability to find common ground, build consensus and strengthen collaboration among diverse groups of stakeholders.
- Experience collaborating with senior leadership on strategy, design, and operations
- Demonstrated passion and track record of successful action toward anti-racism, anti-poverty, and social justice, preferably in the social sector.
- Demonstrated ability to design and facilitate small and large group meetings, delivered both in-person and via technology effectively.
- Excellent conflict resolution and on skills and comfort in engaging in courageous conversations about equity, race, social services, and program development/purpose.
- Experience contributing to business development and cultivating a portfolio of new and existing relationships to drive funding.

Preferred Qualifications:

- Eight years or more of nonprofit strategy work including planning, project management.
- Trained in performance excellence and compliance standards such as PMP, Pathways to Excellence, Baldrige or other compliance and accreditation management.
- 50 hours of Domestic Violence training involving advocacy and crisis intervention

Physical Demands/Working Conditions: This position works in an office setting, performing computer work 50% of the time, 25% of the time working on projects, reports, budgets, contracts, and 25% attending meetings. Position requires employee to lift/carry up to 20 pounds rarely, 5-10 pounds occasionally and push/pull 1-5 pounds frequently. Position has the ability to sit/stand as needed. Stairs not required.

Hours & Compensation: This is a full time, exempt, position with a salary starting from **\$133,141 per year plus benefits**. Benefits include medical, dental, short-term, and long-term disability insurance, basic life insurance, 401(k) savings plan including agency contribution and match, holiday pay, generous paid personal leave package and tax-sheltered health care and dependent care accounts.

To Apply: Applicants must complete the Solid Ground application form specific to this position. To find an application online, go to <https://www.solid-ground.org/get-involved/careers>. You may also leave a message on our job line at 206.694.6840 requesting a specific job application, or you may apply in person at 1501 North 45th Street in Seattle's Wallingford neighborhood.

Closing Date: Open Until Filled

Until further notice, Solid Ground requires all employees to be fully vaccinated against COVID-19.

Solid Ground is an equal opportunity employer committed to workplace diversity. We do not discriminate on the basis of gender, age, race and color, religion, marital status, national origin, disability or veteran status.