



Director of Programming Job Description

Reporting to the Executive Director, the Director of Programming will be responsible for the success of every (existing and future) programs Courage MKE offers, ensuring seamless team management and development, new program delivery, quality control and evaluation. In this newly redefined role, the Director of Programming will manage a growing staff that currently consists of at least three Managers that oversee teams of 5 - 13 employees each. The Director of Programming will be a key external face of Courage MKE in the community.

Responsibilities

Leadership:

- Cultivate existing relationships with other organizations with the goal of ensuring sufficient resources, and access to services are provided.
- Develop and implement strategies that will maximize the reach of every program Courage MKE offers.
- Lead by example of maintaining and uplifting the organization's mission and culture to ensure all employees actions and behaviors align with the values of our organization.
- Manage and maintain budget adherence for all programs and services.
- Represent, attend, and (at times) coordinate events held for/on behalf of our organization.
- Play an active role in fund development and donor retention.
- Create a succession plan model for the organization.

Team Management and Development:

- Continuously develop, improve, and implement systems/tools used to evaluate the skill, experience, and professional development needs of all staff.
- Implement a professional development program to address employee experience and skill gaps.
- Work with staff to develop objective performance measurements across all sites, to ensure consistent, high-quality evaluation and goal setting for all employees.
- Instill a sense of accountability among team members by modeling tight oversight of individual and organization performance standards.
- Identify and implement continuous education hours, assessing the individual needs of employees, ensuring the programs and services we provide are meeting the needs of our communities.
- Supervise volunteers that are specific to programs that are overseen by this position



Program Operational Management:

- Create a data driven dashboard that will allow Courage MKE to monitor the effectiveness of our programs that establishes consistent, objective program performance standards of accountability.
- Ensure all programs are meeting local, state and federal guidelines and/or licensing requirements.
- Continuously brainstorm, and develop new programs based on the needs of those we serve.
- Secure funding and create a budget plan for new and existing programs.

Qualifications

This is an extraordinary opportunity for an individual with team management experience to grow and further develop proven programs. The successful candidate will develop, and lead programs, partner with the ED and work collaboratively with a high-performance management team.

Specific requirements include:

- Bachelor's degree, Master's degree preferred. Experience will always be taken into consideration.
- At least 5 years of experience with three of those in a team management role.
- Experience having worked in an environment using a trauma informed model.
- Demonstrated success developing and evaluating program models, and selecting and successfully operationalizing innovative programs.
- Proficient in using technology as a management reporting tool and experience working with information technology staff to develop and implement program evaluation systems.
- Strong project management skills managing complex, multifaceted projects resulting in measurable successes and program growth.
- Experience having worked with a high-performance, collaborative, constructive peer group.
- Strength in hiring, recruiting, managing, developing, coaching, and retaining individuals and teams, empowering them to elevate their levels of responsibility, span-of-control and performance.
- Deep understanding of human resources, employee performance improvement plans, and corrective action policies.



- Demonstrated results in managing through complex systems and proven experience negotiating win-win agreements.
- Excellent verbal and written communication skills with exceptional attention to details.
- Personal qualities of integrity, credibility, and a commitment to and passion for Courage MKE's mission.

Physical Requirements & Work Environment:

While performing the duties of this job, the employee is subject to sitting, walking, and standing for prolonged periods; frequently pushes, pulls, grasps, kneels, crouches, or crawls. The employee frequently is required to use manual and finger dexterity and eye-hand coordination when working with persons served and handling office, medical, or household equipment. The employee is subject to assist and lift up to 50 pounds with varying amounts of assistance on a recurring basis. The employee is required to have corrected vision and hearing within normal range and the ability to operate a motor vehicle. Must have the ability to perform CPR. Occupational exposure to blood, body fluids, infectious substances, including communicable diseases when performing personal care. Occasional exposure to cleaning agents and disinfectants. Residential work environment with a noise level of normal to loud. The physical demands described here are representative of those that must be met by an employee to perform successfully the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Compensation:

- \$65K - \$85K annual salaried position.
- Paid time off is accrued at the rate of 1.5 days/month or 18 days/ year.
- Addition paid time off awarded after three years of service.
- Matching 403b plan.
- Monthly Health Insurance stipend provided.