



Senior Director of Programs Job Description

Position Overview:

The Senior Director of Programs is responsible for the overall management, oversight, and implementation of all Eagle Mount programming. The Senior Director of Programs is supervised by the Executive Director and serves as the primary liaison between the Management Team and area program directors/area program staff.

Primary duties include providing direct supervision to area program directors, working closely with area program directors to ensure high quality implementation of all program delivery, developing program policies, overseeing risk management, evaluating program effectiveness, addressing issues of discipline, and developing new programs if/when appropriate.

Principal Duties and Responsibilities:

Programmatic Responsibilities

- Oversee the development and implementation of all Eagle Mount programming
- Develop and ensure the enforcement of program and risk management policies
- Create and monitor program tracking and reporting systems
- Oversee participant and volunteer application processes
- Design and implement the annual program guide
- Assist area program directors with area program budget development and oversight
- Support volunteer training and recruitment processes to ensure consistency across all programs
- Monitor area program equipment and capital program equipment needs
- Visit program sites to assess the quality of program implementation
- Assist in hands-on program delivery as appropriate

Management Responsibilities

- Participate in regular Management Team meetings
- Participate in management and strategic planning efforts to inform current and long-term planning and management needs
- Assist Management Team in ensuring staff culture is built around communication, accountability, trust, and excellence
- Attend Eagle Mount board meetings. Assist ED with board agendas, issues, and support of board committees
- Develop and build community through establishing relationships, attending events, meetings, and remain active with participants and their families, donors, other non-profits, and other community stakeholders

Supervisory Responsibilities

- Directly supervise area program directors
- Work closely with all organizational personnel in a supportive, advisory or supervisory manner
- Participate in the hiring, management, and evaluation of area program staff
- Demonstrate an ability to work across differences to promote inclusion of all staff, participants, volunteers, and partners

Employment Standards

- **Eagle Mount's mission advancement:** Supports the mission, vision and direction of Eagle Mount. Display values of caring, respect, responsibility, and honesty as well as flexibility. Is willing to try new methods and make and take suggestions. Shows a strong commitment to Eagle Mount, conveys enthusiasm for Eagle Mount and for his/her work. Demonstrates a desire to serve others and fulfill community needs. Recruits volunteers and builds effective and supportive working relationships with them.
- **Education and experience:** Bachelor's degree preferably in human development, recreation or related field. Experience supervising volunteers and staff, developing program curriculum and working with people with disabilities. Knowledge and awareness of standards, techniques, best practices, and trends in recreational therapy and teaching methodologies. Computer literacy with familiarity with Word, Excel and database software.
- **Collaboration/community:** Understands and embraces the role of volunteers; helps participants and families make connections to others; practices effective and appropriate relationship building techniques; supports the role of fundraising in achieving Eagle Mount's mission. Works effectively with people of different backgrounds, abilities, opinions, and perceptions. Treats everyone with courtesy, respect, and consideration; displays integrity; listens actively and genuinely; communicates in a clear and pleasant manner; embraces differences among people. Consistently greets and assists everyone in a positive way; strives to provide service that will exceed expectations; responds to concerns and complaints in a way that makes each person feel valued; initiates action for prompt resolution.
- **Operational effectiveness:** Makes sound judgements, and transfers learning from one situation to another. Embraces new approaches and discovers ideas to create better experiences. Establishes goals, clarifies tasks, plans work and actively participates in meetings, required trainings and other work related activities, demonstrates responsible actions, consistently performs duties in a safe manner, follows standards, policies and procedures, is reliable, organized, and consistently punctual, and uses Eagle Mount resources appropriately and efficiently. Strives to meet or exceed goals and expectations and deliver a high-value experience for participants, volunteers, families, and the community.
- **Personal growth:** Pursues self-development that enhances job performance. Demonstrates an openness to change, and seeks opportunities in the change process. Has the functional and technical knowledge and skills required to perform well; uses best practices, demonstrates an active willingness to learn and grow; accepts constructive criticism; works cooperatively.
- **Work environment:** Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to sit, stand, walk, talk and hear; demonstrates flexibility, coordination, strength and endurance; ability to lift or move objects up to 50 pounds.

Qualifications & Skills:

MINIMUM REQUIRED EDUCATION AND EXPERIENCE:

- Bachelor's Degree (BA/BS)
- Strong interpersonal and administrative skills
- Experience in program design, training development and delivery, education and youth development
- Experience managing multiple program areas with a track record of supervisory experience
- Able to speak effectively before groups
- A valid driver's license and ability to be insurable per Eagle Mount's parameters

While this position description describes the general nature and level of work being performed by people assigned to this position, it is not an exhaustive list of all responsibilities, duties, and skills required. All Eagle Mount positions may be required to perform duties outside of their normal responsibilities.