

Senior Charity Care Foundation
AmeriCorps Program Director

If you are caring and passionate about serving low-income and marginalized seniors in Utah, this may be the job for you!

Job Description

About the Company

Founded in April 2011, the Senior Charity Care Foundation is a non-profit organization dedicated to improving the quality of life for our elders in need. We assist seniors 55+ who reside in care facilities and senior apartments along the Wasatch Front and require health care services such as eyeglasses, hearing aids, and dental care. In 2015, we developed a mobile dental clinic program to help control the costs of dental care, taking the services directly to seniors. In 2019, we implemented our mobile vision services. Our vision is to serve the Intermountain West. We currently assist seniors who reside in seven northern Utah Counties.

Job Purpose

The Program Director oversees the coordination and administration of all aspects of Senior Charity Care Foundation's AmeriCorps Program Services which includes our Mobile Dental and Vision Clinic programs and other services for seniors including program organization, member recruitment and development, member training, site staff training, member supervision and support, program data collection and reporting, and coordinating program activities.

Primary Duties and Responsibilities

The Program Director performs a broad range of functions including some or all of the following:

Organize the program

- Ensure that AmeriCorps program activities operate within the policies and procedures of the organization
- Ensure that AmeriCorps program activities comply with all relevant legislation and professional standards
- Develop forms and records to document AmeriCorps program activities
- Oversee the collection and maintenance of files on the clients of the programs for statistical purposes according to the confidentiality/privacy policy of the organization

Member Recruitment and Development

- In consultation with the President, recruit, interview and select members
- Implement, maintain and update as needed, the AmeriCorps human resources policies and procedures to complement with the policies, procedures, and practices of the organization
- Maintain confidential Member files for the program
- Establish and implement a performance management process for all members
- Engage volunteers for appropriate program activities using established volunteer management practices
- Ensure that all members receive an appropriate orientation, training and technical assistance to the organization, the service activities and the usage of AmeriCorps data collection and PT systems.

Lead the program

- Ensure all members receive proper ongoing training by organizational standards
- Supervise members by providing direction, input, and feedback
- Communicate with clients and other stakeholders to gain community support for the program and to solicit input to improve the program

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- Liaise with other SCCF managers to ensure effective and efficient service delivery for our clients
- Coordinate the delivery of AmeriCorps services among different program activities to increase effectiveness and efficiency

Control the program

- Write reports on the program for management, AmeriCorps and other donors
- Communicate with assigned funders as outlined in funding agreements
- Ensure that the program operates within the approved budget
- Monitor and approve all planned program expenditures
- Monitor cash flow projections and report actual cash flow and variance to the President on a regular basis (monthly)
- Manage all project funds according to established accounting policies and procedures
- Ensure that all financial records for the program are up to date
- Ensure financial reports and supporting documentation for funders are prepared as outlined in funding agreements
- Provide required information to have invoices generated and submitted to funders according to the established timelines
- Identify and evaluate the risks associated with program activities and take appropriate action to control the risks
- Monitor the program activities on a regular basis and conduct an annual evaluation according to the program evaluation framework
- Report evaluation findings to the President and recommend changes to enhance the program, as appropriate
- Attend regular AmeriCorps management meetings to represent SCCF and ensure the SCCF program remains compliant and up-to-date on all changes.

Qualifications

Education

- University degree in a related field

Knowledge, skills, and abilities

- Knowledge of program management
- Knowledge of client groups and issues related to the program area
- Must be able to lift up to thirty pounds on occasion

Proficiency in the use of computers

- Word processing
- Simple accounting
- Databases
- Spreadsheets
- E-mail
- Internet

Personal characteristics

The Program Director should demonstrate competence in some or all of the following:

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- Behave Ethically: Understand ethical behavior and business practices, and ensure that own behavior and the behavior of others is consistent with these standards and aligns with the values of the organization
- Build Relationships: Establish and maintain positive working relationships with others, both internally and externally, to achieve the goals of the organization.
- Communicate Effectively: Speak, listen and write in a clear, thorough and timely manner using appropriate and effective communication tools and techniques.
- Creativity/Innovation: Develop new and unique ways to improve operations of the AmeriCorps Program in response to the organizational programs and to create new opportunities.
- Focus on Client Needs: Anticipate, understand, and respond to the needs of internal and external customers to meet or exceed their expectations within the organizational parameters.
- Foster Teamwork: Work cooperatively and efficiently with others to set goals, resolve problems, and make decisions that enhance organizational effectiveness.
- Lead: Positively influence others to achieve results that are in the best interest of the organization.
- Make Decisions: Assess situations to determine the importance, urgency, and risks, and make clear decisions which are timely and in the best interests of the organization.
- Organize: Set priorities, develop a work schedule, monitor progress towards goals, and track details, data, information, and activities.
- Plan: Determine strategies to move the organization forward, set goals, create and implement actions plans, and evaluate the process and results.
- Solve Problems: Assess problem situations to identify causes, gather and process relevant information, generate possible solutions, and make recommendations and resolve the problem.

Experience

- 3 to 5 years' experience in a related field preferred, including AmeriCorps experience

Working Conditions

- Program Director works in an office environment, but the mission of the organization will take them to nonstandard workplaces.
- Program Director works a standard work week but may be required to work some evenings and weekends to monitor program activities.

Spanish/English bilingual ability a plus but not required. Many of the seniors speak a variety of other foreign languages; interpreter services are available to assist them.