



POSITION DESCRIPTION

Program Director

ABOUT URBAN TRIAGE, INC.

Urban Triage, Inc. is on a mission to empower Black families while mobilizing community resources and distributing them to those most in need. At the same time, we engage systems in implementing systematic, sustainable, equitable, and clinically sound approaches to health behavior and prevention. We are poised to do this through education, community support services, and advocacy that systematically reduces and eventually works to eliminate barriers such as inadequate education, lack of access to resources, and class and health disparities. Our goal is to promote positive health outcomes and reduce significant health disparities at the community level. We do this through meeting basic needs and then engaging communities through educational opportunities and effective advocacy at multiple levels. We stand in the gap for those most in need through advocacy, transformative education, and critical coordinated services between partner organizations, city officials, and community resources. Most critically, with the community's trust and track record to carry out the work.

JOB DESCRIPTION

This position reports to the Chief Executive Officer/President and serves as a key member of the Urban Triage leadership team. This position functions as a key program advisor with substantial authority to develop and advise on the formulation, determination and implementation of extremely complex internal and external program development and major cross-section and interdepartmental initiatives to strengthen services for Black families in Dane County. The position will also work with the leadership team in developing and implementing a culture focused on race, equity and inclusion that is reflected in the day-to-day work of the agency. This position deals with publicly sensitive issues. The position guides and participates in setting strategic direction and provides alternatives/options focused on managing and harnessing the magnitude and impact of changes and initiatives related to Wisconsin's Black families.

The position manages the agency's program concerns that impact Black families; men, women and children served by Wisconsin Human Services that involve external private and public agencies. It provides executive level liaison functions involving highly complex interactions and involvement with other executive level officials in the community, including local, state and federal government officials, executives and leaders from the private sector. This position works with staff and the leadership to develop and implement program policies to support the work of the Urban Triage. This position also assists in managing Urban Triage participation in grants and initiatives both internally and with stakeholder partners.

ROLES AND RESPONSIBILITIES

TIME %	GOALS AND WORKER ACTIVITIES
30%	<p>A. Management of programs and initiatives related to the carrying out the vision and strategic direction of the Urban Triage, including using a race, equity and inclusion lens when carrying out coordinated, integrated program management and initiatives to strengthen Wisconsin's Black families.</p>
	1.) Lead, develop and support key programs designed to improve outcomes for men, women, children, and families consistent with the Urban Triage's vision, mission and strategic plan.
	2.) Initiate and support programs that improve collaboration with another Urban Triage's program section, key community leaders, religious leaders and other stakeholders.
	3.) Work with other staff within Urban Triage to respond or coordinate the response to high profile, high priority, time-sensitive issues and inquiries from the Major's Office, County Executive's Office, and other agencies.
	4.) Lead and participate in collaborative efforts with other agencies and community stakeholders to promote shared goals and/or programs, which directly affect the Urban Triage's programs and policies to support Black families.
30%	<p>B. Serve as a member of the leadership team of the Urban Triage.</p>
	1.) Participate with the Chief Executive Officer/President, and other members of section leadership team in the development of strategic goals and in team decision-making with regard to furthering those goals.
	2.) Support and coordinate with other sections in the implementation of local, state and federal requirements, including leading the preparation of the strategic plan required by the Board of Directors and solicit input from internal and external stakeholders in its development.
	3.) Provide executive level liaison services with local, state and national leaders, state and national private foundations, business leaders, non-profit agencies, and other partners to secure partnership funding and technical assistance.
	4.) Lead and direct internal and external partnership meetings and planning efforts related to the implementation of Black families' programs and initiatives. Identify and clarify issues, strategies, and impacts affecting the Urban Triage's ability to establish and implement programs and services that affect Wisconsin's Black families.
	5.) Develop and maintain relationships with key stakeholder groups representing public and private leaders and stakeholder groups such as the Urban League, the Boys and Girls Club, Mentoring Positives, County Human Services Agencies, the Wisconsin Coalition for Children and Families, the Wisconsin Association for Family and Children's Agencies, Children's Court Improvement Project, the Children's Trust Fund, and others to develop shared projects and goals that advance improved outcomes for Wisconsin's Black families.

20%	C. Provide high level program and policy analysis, research and advice to guide management initiatives related to Black families' welfare and neglect prevention with a race, equity and inclusion lens.
	1.) Coordinate Urban Triage programs and initiatives to support and strengthen Wisconsin's Black families.
	2.) Lead and support efforts and guide complex studies, policy analysis and evaluations relating to new external initiatives, including the initiative to strengthen collaboration between County Human Services Agencies.
	3.) Lead and support development of grant proposals that advance the strategic priorities of the Urban Triage.
	4.) Conduct studies and lead the agency's efforts to research avenues to develop and create strategies for the establishment and successful implementation of programs for Black families.
	5.) Lead and guide efforts to evaluate and create policy and management strategy related to the provision of high-quality services. Develop policies and procedures for implementation, including analysis and resolution of budgetary impediments.
20%	D. Provide supervision, training, oversight and direction to assigned and agency's staff.
	1.) Hire and provide direct supervision, guidance, and consultation to assigned staff.
	2.) Assign work to staff and review work products. Ensure staff coordination with other units and groups to promote strategic goals.
	3.) Review staff work performance and evaluate staff through performance, planning, and development (PPD) process.
	4.) Investigate work rule violations and recommend disciplinary action where necessary.
	5.) Provide training for staff and new hires on program management and agency's policies. Organize and lead workshops for staff and partners. Prepare training materials and curriculum.

KNOWLEDGE, SKILLS AND ABILITIES

Strong Planning, Analysis and Evaluation Knowledge:

- Knowledge to plan, manage and coordinate the development of major programs, policies and initiatives, some of which may be very sensitive.
- Considerable knowledge of program management and the ability to analyze and address program effectiveness and efficiency.
- Knowledge of theories, principles and processes of program planning and evaluation.
- Knowledge to analyze, plan and lead a major program related activity.
- Knowledge of policies and procedures to implement programs.
- Knowledge of short and long-term planning.
- Knowledge of Wisconsin's welfare system.
- Knowledge of strategic planning principles and methods.

- Knowledge of report development and preparation methods.
- Knowledge of research methods and techniques.
- Knowledge of using a race, equity and inclusion lens within complex data, policy and program analysis, monitoring and evaluation.

Strong Communication Skills:

- Advanced oral and written communication skills.
- Public presentation skills.
- Skills to write reports on key issues, grant proposals, program reports, technical and management reports.
- Organizational skills.

Strong Leadership Abilities:

- Ability to facilitate and maintain effective interpersonal relationships with a variety of people at different levels both within and outside the organization.
- Ability to manage project teams in a problem-solving process and strong project management skills.
- Knowledge of effective team-building abilities.
- Ability to work effectively in team environments to secure cooperation and consensus in situations where conflicting objectives exist.
- Advanced conflict management and resolution abilities.
- Ability to work with management staff and other agency management in highly sensitive areas of program management to facilitate analysis and/or improvement planning.
- Ability to facilitate groups

REQUIREMENTS

- High School Diploma required; Associate's or bachelor's degree preferred
- Minimum of three (3) years of administrative assistant experience, preferably executive level
- Proficiency with Google products (Google Docs, Drive, Sheets, etc.), Microsoft products (Word, Excel, PowerPoint, etc.), internet navigation and research, ability to and maintain databases and complex spreadsheets, and experience with project management software.
- Must be a resourceful self-starter who can work independently and work on multiple projects simultaneously while dealing with multiple interruptions
- Must have absolute integrity, sound judgment, and the ability to maintain a high degree of confidentiality
- Must be highly analytical and accurate with excellent attention to detail
- Must have good organizational and time management skills, as well as, have the ability to meet deadlines with appropriate attention to detail in a fast-paced environment
- Strong oral and written communication skills; must be comfortable speaking in front of groups
- Must have a strong customer focus and demonstrate the ability to build relationships internally and externally with a focus on meeting or exceeding service expectations

TO APPLY

Send resume and cover letter expressing your interest to bgrayson@urbantrriage.org. Women and minorities are encouraged to apply.