



POSITION DESCRIPTION

Director of Programming

ABOUT URBAN TRIAGE, INC.

Urban Triage, Inc. is on a mission to transform culture, institutions, and communities to ensure a humane future. 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 by 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, we do this with the community's trust and track record to carry out the work.

POSITION OVERVIEW

The Director of Programming oversees all the details of programming operations. This role is responsible for coordinating and implementing programs and supports to ensure deliverables are met on time, within budget, and according to quality standards, including planning, executing, and evaluating programs and projects. They are also responsible for supervising staff, developing staff, overseeing internal audits of programs, and delivering the appropriate services described in contracts.

We are currently searching for a confident and committed Director of Programming. The successful candidate will work closely with the CEO, Program Manager, and Coordinators to evaluate our programs' effectiveness and implementation processes. They will also provide guidance and support for staff development.

RESPONSIBILITIES AND QUALIFICATIONS

- Commitment to the mission of Urban Triage.
- Passionate, trustworthy, and empathetic when working with staff and program participants.
- Ability to build relationships with diverse groups of people, including program participants and organization members

- Good communication and interpersonal skills and can speak concisely to funders and grantors.
- Superb project management skills.
- Flexible and adaptable in response to changing programs and client needs.
- Possess a valid state-issued Driver's License.
- Have a strong understanding of cultural competency with the target population.
- Some evenings and weekends are required.
- Positive individuals who can maintain solid working relationships with internal and external resources.
- Patient and able to remain composed in stressful situations.
- Ability to work in a fast-paced environment.
- Ability to keep all information private and confidential.
- Compassionate, professional, and non-judgmental.
- The ability to work well under deadlines and multitask.
- Excellent written, critical thinking, and problem-solving skills.
- Must have strong computer skills and knowledge of standard programs such as Microsoft Office and Google Workspace.

TASKS AND ROLES

- Foster a collaborative work environment and champion accountability among staff.
- Advanced administrative.
- Maintain activity calendars, CRM data entry and management, and project implementation plans.
- Perform program management duties, including but not limited to staff check-ins, training, and coaching/development.
- Develop workflows for departments in partnership with the CEO, Program Managers, and Coordinators.
- Delegate tasks and responsibilities, make decisions, and maintain clear roles and weekly check-in procedures to assist in developing staff and systems for implementing and sustaining programs.
- Implement and maintain operations procedures and processes that ensure clear communication and quality programs.
- Produce and maintain accurate and timely reporting of program statuses, commitments, and deliverables.
- Foster and maintain relationships with community partners and represent the organization in meetings.
- Oversee all program operations, keep records, and analyze processes.
- Perform audits of Google Drive, physical files, Keela/CRM, emails, HMIS, and other databases as necessary.
- Manage/oversee contract deliverables.
- Maintain tools for tracking deliverables, program compliance, performance, and progress.
- Oversee management of quality assurance staff and procedures adherence.
- Other duties as assigned.

ADDITIONAL QUALIFICATIONS

- Comfortable with a Black-led organization
- Ability to work in a fast-paced environment
- Must be able to self-direct
- Advanced level of time management
- At least 3 years of experience as a Program Manager
- Bachelor's degree or higher is preferred but not required

BENEFITS

- Life, Dental, and Vision Insurance.
- Employee Wellness Benefits up to \$10K for executive-level employees.
- Receive 4 Weeks of Vacation plus PTO and Sick Leave Annually.
- Two Weeks of Paid Time Off for Christmas Break.
- Qualify for Disability Insurance after one year for all executive-level employees.
- Qualify for bonuses after one year of employment.
- Qualify for employee compensation incentive after one year of employment for all executive-level positions.

DISCLAIMER

The job description has been designed to indicate the general nature and essential duties and responsibilities of work performed by employees within this job title. It may not contain a comprehensive inventory of all duties, responsibilities, and qualifications required of employees to do this job.

COMPLIANCE REQUIREMENT

This job adheres to the ethical and legal standards and behavioral expectations outlined in the code of business conduct and company policies. As a component of job responsibilities, employees may have access to covered information, cardholder data, or other confidential information that must be protected at all times. In connection with this, all employees must comply with both the Health Insurance Portability Accountability Act of 1996 (HIPAA) as described in the Notice of Privacy Practices and Privacy Policies and Procedures as well as all data security guidelines established within the Company's Handbook of Privacy Policies and Practices and Information Security Policy. Furthermore, it is every employee's responsibility to comply with the company's Code of Business Conduct. This includes but is not limited to adherence to applicable federal and state laws, rules, and regulations, as well as company policies and training requirements.