

Job Title: Director of Program Innovation and Transformation
Department: Program Innovation and Transformation
Reports To: Chief Operating Officer
FLSA Status: Exempt
Salary: Negotiable

FUNDING NOTICE: The position will be reviewed by March 31st annually to determine funding availability in the new fiscal year beginning July 1st annually.

COVID-19 Notice: Proof of receipt of the COVID-19 vaccination required. Proof of immunization must include a copy of documentation indicating the vaccines received.

SUMMARY

The Hampton Roads Community Action Program serves more than 7,000 individuals or 10,000 households annually through its 23+ programs and services. The Director will create innovative strategies to improve the service delivery for adults and children served by the agency. Duties include auditing and monitoring all internal programs and services to identify and address any programmatic deficiencies. The Director will be detail-oriented, organized, and able to generate reports from multiple client databases to analyze and report data deficiencies recorded/not recorded by agency staff.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties within the scope of this position may be assigned.

Program Innovation

- Manage and direct ongoing learning strategies to build organizational development that results in measurable outcomes.
- Oversee the management and implementation of Whole Family Approach practices across all agency programs.
- Manage staff, budgets, deliverables, timelines, contractors, work plans, and reporting
- Implement and manage agency initiatives and programs.

Practice Transformation

- Direct and manage program initiatives using Whole Family Approach strategies and other evidenced-based tools.
- Prepare and maintain confidential case records and files; document all interactions with clients by entering data into agency databases.
- Participate in local workgroups and coalitions to strengthen existing relationships, help establish new partnerships and stay abreast of trends and policy changes.
- Report on internal and external issues to the Chief Operating Officer.
- Other duties as assigned.

Leadership and Administrative Duties

- Serve as trusted advisor and thought-partner to the Chief Operating Officer on the implementation of agency priorities.
- Prepare briefing packages for COO as needed.
- Develop and create agency annual report and various agency newsletters.
- Prepare operations and procedures manuals to assist various programs.
- Develop project proposals, reports, service agreements, RFP's, and grant applications.
- Draft press releases, talking points and presentations.

Program Compliance

- Oversee and manage quality assurance reviews of program data and supporting documentation for agency programs.
- Observe and monitor coaching/counseling sessions and home visits.
- Review and report incomplete and past-due tasks, plans, and case notes.
- Create and perform weekly, monthly, quarterly, and annual auditing and monitoring schedules for each program and service offered by the agency.
- Ensures eligibility screener is accurate and supports the services approved by program staff.

SUPERVISORY RESPONSIBILITIES

Community Health Initiatives Manager, Service Delivery Manager, and other staff as assigned by Chief Operating Officer / PCDC Executive Director.

SAFETY RESPONSIBILITIES

In addition to complying with the guidelines for all associates:

Comply with all Federal, State and Local regulatory standards and procedures.

Ensure that all associates are trained in HRCAP's Safety Policies, Rules and Regulations; trained for the jobs they will be performing; trained for the equipment they will be using; and understand the potential safety hazards in their work area.

INFORMATION PRIVACY AND SECURITY

This associate may have access to Confidential Information (CI) and is required to be familiar with the HRCAP's Privacy policy related to the handling of CI, and follow all related procedures required to protect the privacy and security of CI.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty to a high standard. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

- Bachelor’s degree in a field related to Public/Business Administration and/or comparable experience, and/or certifications in related fields. **Master’s Degree preferred.**
- Must possess and maintain a valid Virginia driver’s license.
- Criminal record check and credit report required for employment.
- Strong software capabilities to analyze the business and develop presentations to include: Office 365, Microsoft Visio, Network for Good, empowOR (client management system).
- Track record for maintaining and deepening relationships with customers or accounts.
- Adept at networking, building relationships, and community engagement.
- Ability to work across the organization to deliver solutions that meet internal and external objectives.

LEADERSHIP COMPETENCIES

Initiative and Drive for Strong Results
 Strong Decision-Making Skills
 Business Acumen
 Customer Focus
 Organizational Agility
 Planning and Implementation
 Managing Purpose and Vision
 Building Effective Teams

CERTIFICATES, LICENSES, REGISTRATIONS

Current state driver’s license, proof of current auto insurance coverage, satisfactory driving record and working vehicle required.

PHYSICAL DEMANDS

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.



SEDENTARY

Lifting up to 10 pounds maximum and occasionally lifting and/or carrying such articles as dockets, ledgers, and files. Walking and standing are required only occasionally

WORK ENVIRONMENT

There are no unusual work environment characteristics associated with performing the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.



LIMITED

General office environment infrequently exposed to extreme atmospheric conditions (temperature, noise, fumes, dust, etc.)

STANDARDS FOR MEASURING PERFORMANCE

The effectiveness of the performance of the Director of Program Innovation and Transformation and will be measured by the following standards:

1. Adherence to the agency's strategic plan, the achievement of outcomes and metric reports, the implementation of the creation of programs and activities and the attainment of budgetary targets.
2. Quality and level of effectiveness in building community relationships among all constituent groups cited above.
3. Oversee the agency's service provider network and/or guiding coalition.
4. Conducts studies, surveys and evaluations as needed or directed.
5. Produces detailed reports of findings, conclusions, and recommendations.
6. Secure at least \$180,000 annually obtained through project proposal submissions.
7. Improve internal and external communication.
8. Overall contribution to the achievement of the organization's mission and objectives.

Application: Qualified individuals should apply at 2410 Wickham Avenue, Newport News, VA 23607. Office hours are 8:00a.m. - 5:00p.m. Monday through Friday. You can visit: <https://hrcapinc.org/about/employment/> to complete an application or mail it to P.O. Box 37, Newport News, VA 23607. You can also email your application and resume to hrcapresume@hrcapinc.org

Closing Date: Applications accepted until position is filled.