

---

**Position Title:** Program Director

**Job Code:** 232

**Reports to:** PCS Clinical Manager, Nursing Administration

**Department:** 7126 Kids' HOPE Center

**Date/Approved by:** 12/4/2015 Breann Agnew

**Salary Classification:** Non-Exempt

**Related job codes (for cross reference):**

---

## **EXPECTATION FOR ALL EMPLOYEES**

Support the organization's mission, vision and values by adhering to the behavioral standards of Bay Area Hospital. Comply with all laws and regulations affecting Bay Area Hospital. Be familiar with and adhere to the Code of Conduct and support the Bay Area Hospital Compliance Program. Effective communication skills and the ability work effectively with people from various backgrounds are critical.

## **POSITION SUMMARY**

The Program Director will direct the operation and oversee staff at the Kids' HOPE Center under the guidance and direction of the Board of Directors and CMDT.

## **PRINCIPLE DUTIES AND RESPONSIBILITIES**

(Essential job requirements listed in **bold**)

- **Oversees and participates in quality assurance and outcome measures; ensures clinical consistency and ensures that programs meet national and state practice standards**
- **Assesses and responds to risk management issues**
- **Assists the Kids' HOPE Center Multi-Disciplinary Team (MDT) in the performance of its duties, as well as prompting the professional development of the members**
- **Coordinates appropriate maintenance and implementation of all policies and procedures as determined by Bay Area Hospital and CMDT protocols**
- **Secures funds through community relations activities, grant writing/management, donation solicitation, fundraising & organization of special events**
- **Ensures timely compliance with tax, fiscal, grant and other reports**
- **Advocates for funding through legislative process**
- **Oversees staff ensuring compliance with training expectations and requirements, job performance as outlined by job description(s), time keeping, and upholding the values and mission and vision of both the Kids' HOPE Center as well as Bay Area Hospital**
- **Assigns permissions and provides training to program staff using the VideOversight recording system as well as NCATrak client database**
- **Ensures that Kids' HOPE Center provides a multidisciplinary approach to child abuse investigations and develop and maintain interagency communication and networking regarding child abuse and the role of the center**
- **Works with CMDT and Bay Area Hospital to develop specific, written, short and long term plans for the development and management of Kids' HOPE Center programs and services**
- **Presents relevant program and agency information at monthly board meetings; ensures board is kept apprised of major organizational issues**
- **Oversees the maintenance of all records and their confidentiality, including case and service databases**
- **Oversees MDT protocol reviews and updates**
- **Researches, interprets and responds to proposed legislation and administrative rules; educates policy makers about impact on agency, children and families**

- Serves as liaison for the following services: Kids' HOPE Center Staff, Bay Area Hospital Board of Directors, Kids' HOPE Center Committee, CMDT, IMDT, Department of Justice, the Oregon Network of Child Abuse Intervention Centers, and the National Children's Alliance
- Coordinates efforts to assure appropriate training of all personnel involved in services with the Kids' HOPE Center
- Communicates the vision and mission to community and partners
- Serves as professional representative of Kids' HOPE Center through participation in public presentations, educational programs, community networking, legislative bodies and media communication
- Monitors and directs all student intern and volunteer operations at center, in cooperation with Bay Area Hospital Volunteer Programs Coordinator
- Ethically ensures resource allocation is mission-related and mission-enhancing
- Networks with community service providers to develop appropriate client referrals
- Maintains positive and appropriate relations with other professional and social service groups in the community, statewide, and national organizations
- Serves on Coos County child abuse and child fatality review teams; participates on relevant committees
- Assists with the development/ preparation of the Kids' HOPE Center budget
- Prepares reports and statistics as required by various funding sources
- Participates in annual employee performance reviews and evaluations in conjunction with Bay Area Hospital
- Recruits, oversees, and coordinates meetings, fundraisers and educational events with working committee for the Kids' HOPE Center
- Oversees the orientation of new CMDT or IMDT members including provision of protocols notebook
- Performs other duties as assigned

## SKILLS AND ABILITIES

(Essential job requirements listed in **bold**)

- **Maintains regular, consistent and punctual attendance at the assigned job location**
- **Knowledge of local, state and federal legislative process**
- **Knowledge of the dynamics of child abuse and neglect**
- **Knowledge of fundraising, personnel and budget administration**
- **Effective, positive verbal and written communication skills**
- **Able to read, write legibly, and converse effectively in the English language**
- **Leadership skills that promote collaboration and open communication**
- **Accessible, flexible, and adept in dealing with complex issues where diverse perspectives are held**
- **Maintains knowledge of current local, state and national issues and trends important to the development of effective programs and services, including child abuse investigations and interventions**
- **Demonstrates the ability to exercise sound judgment and make decisions in a manner consistent with the essential job functions**
- **Ability to critically think while dealing practically with sometimes conflicting demands and expectations**
- **Ability to work with and meet the needs of a culturally diverse population**

## EDUCATION/CERTIFICATIONS/LICENSES/DEGREES

(Essential job requirements listed in **bold**)

- **Bachelor's Degree in human services, public administration or health related field required**
- **Current Oregon driver's license and auto insurance**
- **American Heart Association Healthcare Provider Basic Life Support (BLS) or must obtain within 60-days of hire date**

- **Kids' Hope Center employees and volunteers are required by the Oregon Department of Human Services to complete an Abuse Report History form and authorization**
- Experience in health or social nonprofit organizations preferred
- Master's degree preferred

## **EXPERIENCE**

(Essential job requirements listed in **bold**)

- **Management experience in non-profit, social services, health care or equivalent related field**
- **Requires successful background in team leadership, fund development, grant writing and management, fiscal oversight, coalition building and community relations, preferably in a community-based agency providing direct services**
- 

## **GENERAL INFORMATION**

Union Affiliation: None

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all duties, responsibilities and job skills required.

### **Physical/Mental/Environmental Requirements**

- Requires extensive sitting with periodic standing and walking
- May be required to lift up to 20 pounds
- Requires significant use of personal computer, phone and general office equipment
- Needs adequate visual acuity, ability to grasp and handle objects
- Needs ability to communicate effectively through reading, writing, and speaking in person or on telephone
- May require off-site travel