



**Job Title:** Director of Program Development

**Department:** Programs

**Reports To:** Executive Director (ED)

**FLSA Status:** Exempt

**Summary:** The Director of Program Development will primarily oversee and develop activity and goal initiatives within all client services programs including Social Services, Support Services and Post Abortive Care.

**Essential Duties and Responsibilities** include the following:

- Evaluate the effectiveness of Social Services, Support Services, and Post Abortive Care services and offer quality improvement measures
- Compile reports for each area of responsibility utilizing electronic systems
- Member of the Executive Leadership Team (ELT) which requires meetings at times outside of normal business hours including annual planning retreats and training events as approved by ED
- Member of the Quality Improvement Team which requires meetings to review QIP's and elicit resolutions for improvement measures including staffing, service provision and systems
- Works alongside the Director of Organizational Advancement and Director of Clinic Operations to ensure continuity of care from medical services to program services.
- Supervises and provides direct support to all staff and volunteers managing and fulfilling social, support and post abortive care services
- Assists the Director of Organizational Advancement and/or ED in interviewing, annual performance reviews and employee awards/action plans as necessary
- Assess all client care flow processes and contribute towards quality improvement
- Assess and work with managerial staff to strengthen client participation and completion in program services
- Oversee all community resource information with Director of Clinical Operations {medical}; vet possible partnering agencies for referral, and build relationships with outside agencies with Executive Director
- Ensure the APC|CWC Resource Manual updates are completed at least annually
- Research and refer clients to community resources as approved in the Resource Manual
- Help clients work with government, private or local agencies and churches to apply for and receive benefits/assistance
- Ensure client permission is granted, and client releases are signed prior to any publishing of client testimonials or stories internally or externally
- After above verification, utilize pictures, videos or testimonials of client impact as approved by ED
- Oversee all social and support services ensuring that consistent assessments of the clients' needs, life circumstances/environment, strengths, and support networks to determine their goals and assist with fulfillment as appropriate



## DIRECTOR OF PROGRAM DEVELOPMENT JOB DESCRIPTION

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- Advocate for and develop plans to improve clients' overall well-being
- Assist clients in receiving services through varying methods of approved service provision including: telephone, online platforms/gatherings, and in person individual and group sessions
- Leads the evolution of social services, support services systems, programs and personnel to ensure best practice standards are achieved in all areas
- Ensures consistent training of systems and utilization of systems for Programs
- Evaluate curriculum and provide recommendations to the ED and/or ELT
- Provide administrative support and/or fulfillment of all support services with the exception of post abortive care and male mentoring fulfillment
- Administer a follow-up process for all areas of responsibility including formal presentations to leadership team and the board as directed by ED
- Participates and provides recommendations annually for strategic growth initiatives to ELT
- Participate in annual training as required
- Network and engage with other pregnancy medical clinic staff who carry a similar role
- Engages in continual learning opportunities pertinent to job related responsibilities
- Attend community networking and/or speaking opportunities as assigned by ED
- Other duties as assigned

### Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. 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

- Minimum of 4 Year Bachelor's Degree
  - Preferred: Registered Nurse or Licensed Social Worker
- Experience: Supervisor or clinical staff management
  - Preferred: Visionary Leadership experience demonstrating effective oversight and evolution of all client services and staffing in a pregnancy center.
  - Preferred: Experience with corporate compliance and risk mitigation related to accreditation standards.
  - Preferred: Experience with Electronic Medical Records systems for reporting, monitoring and auditing purposes.
  - Preferred: Women's Health Experience
- Be a committed Christian as evidenced by being connected and serving in a local church
- Exhibit a strong commitment and dedication to the pro-life position and sexual purity
- Uphold and support the Code of Christian Conduct, Statement of Faith, and other policies of Athens Pregnancy Center and Compass Women's Clinic
- Be able to provide **spiritual leadership**, discipleship and support to the organization's personnel, volunteers, and clients



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- Ability to represent APC|CWC in the community through networking and speaking opportunities as directed by ED
- **Dependability:** Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan
- **Leadership:** Exhibits confidence in self and others; Inspires and motivates others to perform well; effectively influences actions and opinions of others; Accepts feedback from others; Gives appropriate recognition to others. Ability to serve as an impactful part of the Executive Leadership Team.
- **Professionalism:** Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments
- **Reasoning Ability:** Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form
- **Computer Skills:** To perform this job successfully, an individual should have knowledge of EMR database software; Internet software; Spreadsheet software and Word Processing software
- **Certificates, Licenses, Registrations:** Current Driver's License, RN, APRN or LPSW licensure or certifications. BLS Certified.

**Physical Demands:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. A reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit; use hands to finger, handle, or feel; reach with hands and arms; talk or hear and taste or smell. The employee is occasionally required to stand. The employee must occasionally lift and/or move up to 10 pounds.

**Work Environment:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

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Director of Program Development Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Executive Director Signature

\_\_\_\_\_  
Date



**Additional Information:** To perform the job successfully, an individual should consistently demonstrate the following competencies:

- **Delegation:** Delegates work assignments; Matches the responsibility to the person; Gives authority to work independently; Sets expectations and monitors delegated activities; Provides recognition for results
- **Interpersonal Skills:** Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and to trying new things
- **Judgment:** Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; considers the relative costs and benefits of potential actions to choose the most appropriate one. Includes appropriate people in the decision-making process
- **Managing People:** Includes staff in planning, decision-making, facilitating and process improvement; Takes responsibility for subordinates' activities; Makes self-available to staff; Provides regular performance feedback; Develops subordinates' skills and encourages growth; Solicits and applies client feedback (internal and external); Fosters quality focus in others; Improves processes, products and services
- **Problem Solving:** Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics
- **Teamwork:** Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed
- **Technical Skills:** Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others, increases knowledge of management, leadership, program management, and volunteer recruitment and retainment.