



TITLE: Program Director / Initial Mentor

REPORTS TO: Appointed liaison for the Making Life Work Community Collaboration

HOURS: Full-time (some evenings and weekends required)

Status: Exempt

GENERAL SUMMARY OF DUTIES:

As the first hire for the Making Life Work Community Collaboration, the Program Director will initially fulfill the dual role of Mobility Mentoring™ program director and primary mentor.

The Program Director will provide internal capacity-building for the Mobility Mentoring™ program. This will include developing specific content knowledge and expertise on each pillar of the Bridge to Self-Sufficiency in order to develop tip sheets and resource guides, conduct trainings for staff, volunteers, and/or participants, and meet one-on-one with staff, volunteers, and/or participants to work through specific issues related to each pillar.

The Program Director will develop standards and processes, and will coordinate with collaborating partners to integrate their programs and services to achieve targeted outcomes.

The Program Director will also focus on broader support for staff, volunteer, and collaborator skill-building at all levels. Program Director will coordinate trainings across the collaboration on skills necessary for both the direct application of Mobility Mentoring™ and for the supervision of direct service staff and mentoring volunteers.

Initial Mentor activities include, but are not limited to: working one-on-one with program participants to support participants with family goal setting, furthering their education and career, and connecting to resources within the collaboration and community at large; facilitation of groups and workshops; and data management and reporting.

ESSENTIAL PROGRAM DIRECTOR DUTIES:

- Directly supervise the Mobility Mentors (both staff and volunteer).
- Develop a strategy for standardized, consistent training and ongoing support for all direct service staff and volunteers. Oversee implementation of this strategy.
- Develop program policies and procedures. Develop and maintain necessary manuals and training materials. Develop and maintain comprehensive community resource guide.
- Act as the main contact person externally for the Mobility Mentoring™ program, representing both the Collaboration and mentoring program at external meetings, trainings, and conferences.

ESSENTIAL MENTOR DUTIES:

- Provide one-on-one mentoring, coaching and goal setting specifically around goals related to promoting economic mobility for the head of household and around early childhood education & development.
- Serve as a resource for the participant and family on issues including housing, budgeting, career and education, child development, health care, and more.

- Conduct detailed assessments and monitor and document participants' progress according to individual plans.
- Recruit participants for the programs, including outreaching to community groups, presentations to local agencies, etc.
- Thorough and organized documentation of caseload efforts, including up-to-date and accurate documentation of electronic database system according to deadlines.
- Participate in the development and facilitation of workshops and community groups.

QUALIFICATIONS:

Knowledge, Skills and Abilities:

- Knowledge of a wide range of family self-sufficiency topics. Must develop deep knowledge of Mobility Mentoring™ theory and practice. Strong writing and presentation skills.
- Experience working with families in situational and/or generational poverty.
- Experience supporting and engaging families who have experienced trauma and/or crises (homelessness, domestic violence, etc.).
- Cultural competency and sensitivity in working with diverse groups and individuals representing a variety of needs, abilities, and socioeconomic backgrounds.
- Strong relational and interpersonal skills. Advocacy and coaching skills that are compassionate, strengths-based and non-judgmental.
- Strong supervisory and leadership skills.
- Effective problem-solving and conflict resolution skills.
- Excellent time management, organization, and project management skills. Experience creating training materials and curricula. Strong attention to detail.
- Ability to work collaboratively as part of a team in a fast-paced, changing environment.
- Community outreach experience, including presentation and public speaking skills. Experience leading or facilitating groups.
- Willingness to travel out of state. Valid Washington driver's license and reliable automobile are required for home visits.
- Flexible work schedule including some evenings and weekends.
- Must be able to manage a case load of up to 10 families effectively and efficiently.
- Excellent computer skills, including data entry.
- Bilingual and/or bicultural background and skills helpful, but not required.
- Must pass a background check.
- Other duties as assigned.

Educational and Other Requirements:

- Master's Degree or equivalent combination of experience and education. Five years of experience in a program leadership role.

PHYSICAL DEMANDS/WORKING CONDITIONS:

Requires prolonged sitting, some bending, stooping and stretching. Requires eye-hand coordination and manual dexterity sufficient to operate standard office equipment. Requires normal range of hearing and eye sight to record, prepare and communicate appropriate reports. Work is performed both in an office environment and in family homes. Work may be stressful and fast paced at times.