



**Job Opening Announcement
July 2017**

Program Operations Director

This position is based in Mesa, Arizona

East Valley Adult Resources, Inc. (EVAR) empowers and supports older adults and their families to remain independent and engaged in our communities. Our non-profit organization provides a full continuum of service, with core programs that include: Center-Based Services, Meals on Wheels, In-Home Support, Outreach / Social Services, and Contracted Programs. Our vision is to be a leader in providing direct services and mobilizing resources that support the changing needs of our older adult population.

We are currently recruiting for an important program leadership position. The Program Operations Director will provide staff leadership to develop, execute and evaluate comprehensive plans for program and services to achieve EVAR's vision, mission, and goals. He/ she will collaboratively develop, update and monitor service delivery systems, senior nutrition food service operations, and program policies and procedures to ensure the highest quality of accessible support for older adults and families. The Program Operations Director will serve as a member of EVAR's senior management team, jointly developing funding and marketing plans for programs. The position involves significant team work with the individuals and families who are served, staff, volunteers, organizations, and funders.

Requirements include a master's degree in social work or a closely related field, with a progressively responsible work history in direct service to older adults and their families. Non-profit social service management experience is needed, including case review / clinical supervision, program development and evaluation, grant writing and reporting, outreach, and volunteerism. Effective communications, teamwork and interpersonal skills, multicultural competency, and computer skills are essential.

Competitive salary and benefits package.

Please refer to the Job Description for additional information.

Interested applicants are encouraged to submit their resumes and salary expectations to:

Alexis Chamness, Human Resources Associate
East Valley Adult Resources, Inc.
45 West University Drive, Mesa, Arizona 85201
Phone: 480-964-9014, Fax: 480-898-7306, achamness@evadultresources.org
www.evadultresources.org

Position is considered open until filled.

Equal Opportunity Employer.

<p style="text-align: center;">East Valley Adult Resources, Inc. Job Description: Program Operations Director</p>

Overview: Provide leadership to develop, execute, and evaluate comprehensive plans for programs and services to achieve EVAR's vision, mission, and goals. Collaboratively plan, implement and lead operational strategies for programs for older adults and their families that include Center-Based Services, Meals on Wheels, In-Home Support, outreach / Social Services, and Contracted Programs. The position involves significant team work with the individuals and families who are served, staff, volunteers, organizations, and funders.

Major Duties:

- Provide leadership for the development, implementation and enhancement of programs in keeping with EVAR's Strategic and Annual Plans. Develop, update and monitor service delivery systems, food service operations, and program policies and procedures to ensure the highest quality of accessible support for older adults and families.
- Provide technical support to program staff teams through training, case review and clinical supervision. Directly provide services to clients as needed.
- Provide staff leadership and support to develop and monitor annual program plans. Oversee program reporting systems and the compilation of service, demographic data, outcome, client satisfaction and other related reports.
- Work in partnership with administration and staff teams to develop budgets and a funding plan for programs and services. In partnership with the CEO, prepare grant proposals and oversee grant management. Recommend and implement fee-for- service strategies. Explore new contractual opportunities to support program operations.
- Serve as a public spokesperson for EVAR. Work jointly with administration and staff teams to develop and implement program marketing and promotional plans in alignment with organizational branding. Participate in collaborative efforts with aging services, social services, and health care networks.
- Lead organizational efforts to assess community needs and resources. Analyze potential gaps in EVAR's continuum and develop strategies to consider identified needs in future alliances and/or program planning.
- Assist the CEO in providing support and staff leadership related to programs and services to the Board of Directors and related committees.
- Maintain an organizational climate that attracts, motivates, supports, and retains high quality professional employees and volunteers. Lead, supervise and support program supervisors for consistency and coordination.

Other Duties:

- Ensure that EVAR's policies, standards, and decisions are implemented and maintained. Foster appropriate communication and positive relationships between the Board, staff, volunteers, and offices / centers.
- Serve as a member of EVAR's senior management team, participating in the development of organizational plans and budgets, coordinating with other members in specific functional areas.
- Other duties as needed and appropriately assigned.

Preferred Qualifications:

- Master's degree in social work, nonprofit management, or a closely related field is required, with a progressively responsible work history in direct service to older adults and their families.
- Non-profit social service management, including case review / clinical supervision, program development and evaluation, grant writing and reporting, outreach, and volunteerism.
- Demonstrated effective written and oral communication skills. Ability to prepare concise plans and reports and provide oral presentations. Proficiency with Microsoft Office and fundraising software applications.
- Effective interpersonal communication skills and ability to encourage teamwork.
- Ability to work effectively with diverse constituencies and communities. Multicultural sensitivity and competency. Bilingual Spanish-English helpful.
- Possess valid AZ driver's license and vehicle to use in performance of job. Ability to obtain a Level I Fingerprint Clearance Card and compliance to EVAR's background check policies.

Responsible to: Chief Executive Officer

Status/ Hours: Full-time exempt position. Primarily weekday office hours, with evening and weekend work required at times.

Primary Work Site: EVAR Administration Office in Mesa, Arizona. Position will require some travel via automobile.

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