



Foster & Adoptive Care Coalition

FOR EVERY CHILD... A PLACE TO CALL HOME

Job Description

POSITION TITLE:	Director of Program Development, Fidelity, and Improvement	PREPARED BY:	Barbara Long
DEPARTMENT :	Administration	UPDATED:	8/24/2021
REPORTS TO:	Chief Program Officer	HR DEPT. APPROVAL:	9/27/2021

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FLSA STATUS: **Full Time - Exempt**

Summary of Position: The Director of Program Development, Fidelity, and Improvement ensures the Coalition's programs function effectively and efficiently by conducting program evaluation and quality improvement activities, assisting with the development of new and existing programs, and monitoring programs' fidelity to their program models. This position reports directly to the Chief Program Officer and works closely with program supervisors and direct service staff. This position supervises the Data Analysis and Integrity Manager.

Essential Functions & Responsibilities:

- Facilitate the Performance and Quality Improvement (PQI) process as PQI Coordinator by leading PQI Committee meetings and quarterly reviews of file audits and program data
- Navigate and use various software packages to obtain, collect, track, and analyze program data in a timely manner as required by the funder and/or the Foster & Adoptive Care Coalition. Drives for results to meet strategic goals.
- Maintain the organization's PQI Plan
- Produce and distribute the PQI Quarterly Report to stakeholders in a timely manner
- Develop and maintain program logic models
- Collaborate with program staff to establish meaningful client outcome measures and measurement tools
- Participate in grant application process to ensure funder requested outcomes are integrated into program development and implementation
- Conduct annual Program Audit to ensure programs are meeting community needs
- Collaborate with the Management Team and program staff to develop new programs to meet community gaps, with an emphasis on evidence-informed best practices
- Develop and maintain Program Manuals with assistance from Program Supervisors
- Develop and implement a Fidelity Measurement Tool for each program
- Supervise the Data Analysis and Integrity Manager
- Keep work calendar current and maintain records; manage time effectively

Minimum Requirements:

Education: Bachelor's Degree in Social Work or related field

Experience: At least 5 years' experience in program development and evaluation

Preferred Skills/Qualifications:

- Strong analytical skills needed to examine program data
- Effective written and oral communication skills for writing reports and presenting data to stakeholders, including funders, the Board of Directors, and internal staff
- Strong facilitation skills to lead data interpretation, program improvement, and program development meetings with program staff
- In depth knowledge of Microsoft Office programs; knowledge of Salesforce is preferred
- Data visualization skills preferred
- Conflict resolution and negotiation
- Adaptation and flexibility
- Ability and comfort working with diverse populations in various environments

Department Specific/Non-Essential Functions:

- Participate in general administrative tasks as needed by the agency
- Support other agency staff as necessary to meet agency goals
- Focuses on agency-wide success
- Demonstrates flexibility by adjusting to work within new structures, processes, requirements or cultures; responds quickly and positively to change
- Other duties as assigned with or without accommodation

Additional Skills/Competencies necessary to carry out services to the service population's culture and socio-economic characteristics:

- Obtain a cultural awareness that results in a clear understanding of the worldview that directs individual interactions with people of other backgrounds.
- Ability to identify needs unique to various diverse populations including those of different gender identity, sexual orientation, ethnic group, race, and physical or mental capacity and address those needs with community resource referrals.
- Locate appropriate resources to communicate with limited-English-proficient individuals or those with hearing impairment.
- Assist other professionals and team members in understanding the unique needs/characteristics of diverse populations.
- Must be able to provide own transportation and attend meetings within the Metro St. Louis Area and surrounding areas.
- Must be able to provide services in an inclusive and values neutral fashion.
- Behave with integrity, demonstrate high ethical standards, and display a positive image of the Foster and Adoptive Care Coalition.
- Act in a professional manner at all times and maintain appropriate boundaries with children, families and staff.
- Demonstrate accountability for results and keep commitments to others.

Working Conditions: This position entails work in the office. Use of automobile for local travel to multiple sites including other community organizations is required. The Coalition office is considered home-base with primary office hours Monday-Friday 8 AM – 5:00 PM. Some early morning, evening, and occasional weekend hours are necessary.

Physical Demands: While performing the duties of this job, the employee is regularly required to communicate effectively. The physical requirements of this job includes: sitting, standing, walking, climbing stairs; lifting up to 25 lbs. on occasion.

Agency Shared Valued: Employees of the Foster & Adoptive Care Coalition agree to hold themselves and colleagues to the following values:

- **Equity:** We insist on fairness and respect. We are deliberate in ensuring everyone has safety, opportunity, access, and support to be heard.
- **Family:** We are family. We are connected and support one another in meeting the needs of our own families and the families we serve. We assume the best and are committed to each other.
- **Diversity:** We celebrate differences and harness the power that diversity brings. Every viewpoint is heard and honored. We are stronger because of our differences.
- **Innovation & Excellence:** We are intentional about knowing better and doing better, using innovation and solution-focus approaches with courageous passion and excellence.
- **Inclusion:** We respect, leverage, and engage everyone's unique strengths and talents so each individual can contribute to their full potential.
- **Integrity:** We are an agency built on integrity, maintaining a culture of trust, respect, transparency, and honesty. We walk in our truth and uphold ethical standards.
- **Courage:** We stand up for each other and what is right for our clients and stakeholders with truth, vulnerability, and accountability.
- **Teamwork & Collaboration:** We develop and maintain authentic relationships by being flexible and open-minded and maximizing the strengths of each individual in the team to accomplish the best outcome for our children and families. Everyone contributes in leadership.

DISCLAIMER:

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

Job Description Acknowledgement

I have received, reviewed and fully understand the job description for a Director of Program Development, Fidelity, and Improvement. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.

Printed Employee Name _____

Date _____

Employee Signature _____

Foster and Adoptive Care Coalition is an Equal Opportunity Employer