



# VP, Programs and Impact

## Job Description

<b>Most Recent Update:</b>	11/20/2023
<b>Job Title:</b>	VP, Programs and Impact
<b>To Apply:</b>	<a href="https://northmarincs.applytojob.com/apply/7JffxhH5c6/Vice-President-Programs-And-Impact?source=CVNL">https://northmarincs.applytojob.com/apply/7JffxhH5c6/Vice-President-Programs-And-Impact?source=CVNL</a>
<b>Status:</b>	\$135,000 - \$150,000/year, DOE. Full time, salaried exempt (40 hours/week). Office rotation between two NMCS buildings (680 Wilson Ave and 1907 Novato Blvd)
<b>Reports to:</b>	Chief Executive Officer
<b>Purpose:</b>	The VP, Programs and Impact is responsible for overseeing programs and services, employing best practices, ensuring compliance, and providing management, coaching and professional development to the program team. Seeking a leader who is skilled in making systemic community change and leading diverse teams. Position serves as a member of Leadership Team.
<b>Essential Functions:</b>	<p><b><u>Program Management</u></b></p> <ul style="list-style-type: none"><li>• Provide oversight to four program areas, including: Child Development, Mental Health, Case Management and Latine Programs that deliver services to 10,000+ people/year.</li><li>• Manage four direct reports including Child Development Director, Director of Mental Health, Director of Case Management &amp; Housing, and Director of Latine Programs (indirect reports of 60).</li><li>• Partner with Leadership Team (CEO, CFO) to ensure compliance with ethical and legal program standards, as well as regulatory requirements involved in the provision of mental/behavioral health, adolescent health and all programs and services.</li><li>• Work in partnership with Director of Operations to lead the Novato Community Response Team collaborative and manage County of Marin contract.</li><li>• Utilize a "Housing First" approach, and other human service frameworks and best practices.</li><li>• Work with Management Team to represent on, and ensure other managers are serving on, collaboratives and coalitions.</li><li>• Leads Program Quality Team, and guides program directors with service delivery to maximize the organization's impact with available resources while ensuring efficiency. This includes oversight of program development and strategy, program and participant evaluations, scopes of work, year-end statistics and impacts, auditing client records and preparing for required audits, compliance, data quality assurance systems and continuous improvement, records retention, and database management.</li><li>• Ensure the delivery of qualitative and quantitative goals and outcomes of programs.</li><li>• Uphold participant rights and responsibilities and manage risk across the programs. Ensure consistency with assessments, home visiting protocols and other policies and procedures.</li><li>• Utilize Apricot Solution Solutions/Bonterra and partner with directors and manager data leads to produce reports that will inform data-driven decisions; develop and utilize data and workflows to understand the efficacy of programs and inform program and organization decisions.</li></ul> <p><b><u>Financial and Fund Development</u></b></p> <ul style="list-style-type: none"><li>• In partnership with the Finance Dept and Leadership, budget and monitor programmatic operations to ensure sound fiscal and system management. Work with program directors to manage total programs budget size of \$5.6M.</li><li>• Lead, coordinate, write and generate reports, and execute activities involved in the administration of multiple program grants and contracts to ensure grant and contract compliance for local, state, and foundation funding streams. Work with Case Management to provide oversight to CalAIM and other funding sources.</li><li>• Work in partnership with the Development Team and Leadership to ensure program impacts are visionary, transparent, and available to be shared with the donor community on an ongoing basis.</li><li>• Provide Development Director and team ongoing with strong program impact stories for donor stewardship.</li></ul>

**North Marin Community Services**

**For more information about our agency or our programs, visit [www.northmarincs.org](http://www.northmarincs.org)**

### **Management Team**

- Actively participate in Leadership Team with CEO and CFO to guide the Business Impact Plan and annual Results-based Accountability Plan.
- Partner with CEO to advocate for policy change; research and manage emerging needs of community and key stakeholders, including participants and community partners.
- Serve on Management Team to ensure organizational goals, budget targets, risk and database management, and performance measures are achieved.
- Serve as Compliance Officer and ensure continuous management of NMCS HIPAA Policy Manual and other related policies and procedures.
- Work in partnership with Leadership to build and sustain quality programs with diversified funding streams. Explore new funding streams and collaborate with CEO and directors to pursue new program ideas.
- Present at Board of Directors meetings on quarterly basis or as requested. Active participant with Leadership Team in strategic planning cycles.
- Perform HR functions including collaborative hiring, performance coaching and management, and goal setting.
- Work in partnership with management team to identify staff training and development needs; invite guest speakers as appropriate to provide specialized training.
- Be a strong ambassador for the agency including knowing and adhering to the agency's mission, values, and programs; participate in external networks that strengthen NMCS' collaborations; assisting with facility tours and fundraising efforts; soliciting program participants; and engaging volunteers and donors.
- Maintain current CPR and First Aid Certification (willing to send to training).
- Additional duties as assigned.

### **Qualifications:**

#### Required Qualifications:

- Bachelor's degree required in social work, human services, business/public administration, public policy, public health, or a related field.
- Minimum of 7 years of program management experience working with diverse populations. Demonstrated success in program design, development, evaluation, and impact; implementation and operations; leadership, and budgeting.
- Successful managerial experience in leading a diverse team and mentoring/coaching staff of 10 people or more (may include indirect supervision).
- Contract and grants management experience of \$1 million+ including public contracts and private grants.
- Strong administrator with a commitment to accuracy and follow-through, project and time management.
- Intermediate/Advanced MS Office skills (Word, Excel, PowerPoint, Outlook, Teams)
- Compliance, HIPAA and data privacy experience in human services.
- Ability to successfully collect, manage, and analyze complex data; quick and analytical learner
- Excellent interpersonal skills, verbal, and written communication. Alignment with NMCS values.
- Expertise in building trusting relationships with diverse populations, including high-risk populations
- Experience in outreach, crisis intervention, and de-escalation; familiarity with trauma-informed care and recovery philosophy.
- Valid CA Driver's License and clean DMV record; personal vehicle for home visits as needed (eligible for mileage reimbursement)
- English fluency. CPR/First Aid certification.

#### Preferred Qualifications:

- Master's degree or higher in social work, public policy, public health, human services, mental health, or a related field.
- Bilingual (Spanish)/bicultural
- Policy advocacy experience

#### Conditions of Hire:

- Fully vaccinated against COVID-19 unless granted a medical or religious exemption.
- Pre-employment health exam including proof of vaccinations and TB test clearance.

- Criminal record clearance or exemption from California Department of Social Services. All convictions other than minor traffic violations require an exemption, including convictions that have been expunged.