



Summary

Job Title
Divisional Director

Department
Management

Divisional Director leads division and organization wide efforts to enhance performance, identify new strategies and ensure successful implementation of programs and services within their assigned division. They will be responsible for oversight and coordination of multiple projects simultaneously and ensuring project goals, success factors, project plans, budgets and schedules are established with input and buy-in from key stakeholders and team members. The Director monitors and measures project progress, communicates project status to all stakeholders and highlights when corrective action is necessary to successfully achieve project goals in the most cost-effective and time-saving manner possible. They will provide leadership to all programs within the division and must have the ability to lead a clear process even where they are not a subject matter expert.

The Divisional Director will be required to go beyond project management and provide proactive advice and analyses to the Vice President regarding resources, opportunities and possible obstacles. They ensure coordination between related projects and sub-projects that may span across multiple divisions and/or service/program types. They maintain a high degree of collaboration across the organization, developing networks, providing mentoring opportunities, and facilitate resource and knowledge sharing among staff. The Director acts as a resource to project and program managers to provide project management guidance and expertise. They will engage appropriate partners across the organization, keeping leadership apprised of potential issues, concerns, and opportunities.

The Divisional Director will report to the Vice President.

Key Responsibilities

RESULTS

Operational Responsibilities	75%
<ul style="list-style-type: none"> Implement, manage, supervisor and evaluate all agency programs activities Remain up-to-date on grant guidelines, renewals and standards to ensure timely implementation of changes Act as agency compliance officer for all programs, ensure all legal and regulatory requirements are met and maintained Assist in the implementation and preservation of accreditation Compile and maintain program statistics and performance report quarterly Develop partnerships within the community; Identify and form partnerships to enhance and increase programs Create and maintain service delivery and Human Resources policy/procedure manuals Oversee agency health and safety program and policies Conduct annual compliance trainings Participate in annual strategic planning meeting; set goals, measurements and objectives Identify service gaps Participate in succession planning with Executive and Associate Directors Ensure agency's data recording is input accurately and completely by HMIS Specialist Participate in community events, boards and committees as requested Schedule and lead quarterly program performance meetings with Program Managers; review grant targets and progress Other duties as assigned 	
Supervisory Responsibilities	25%
<ul style="list-style-type: none"> Instill agency values and philosophy in team members by modeling expected behaviors and standards Responsible for the management of direct reports including; performance management/reviews, training, hiring and discipline Oversee daily activities for Program Managers and Services Manager 	
Total	100%
CORE VALUES	
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Respecting Human Dignity/Decision Making	7%
<ul style="list-style-type: none"> Demonstrates fairness and impartiality Listens appropriately when customers describe their needs Asks appropriate questions when determining customer needs Meets consumers where they are recognizing their strengths and natural supports 	
Integrity and Honesty	7%
<ul style="list-style-type: none"> Exhibits good decision making skills Able to admit mistakes and learn from them Exhibits honesty and integrity 	
Specific Competency	7%
<ul style="list-style-type: none"> Sets and monitors goals in line with organizational objectives Provides customer service that meets customer needs Includes appropriate personnel and resources when making decisions Effectively establishes budgets / functions within budget constraints 	
Service and Confidentiality	7%
<ul style="list-style-type: none"> Makes appropriate resources available and makes them accessible Works cooperatively and maintains good relations with others Able to share valuable information about the community and our program and services Demonstrates ability to respect and maintain customer confidentiality 	

Accountability	6%
<ul style="list-style-type: none"> Honors commitments Able to admit mistakes and learn from them Accepts responsibility for actions Accepts responsibility for mistakes 	
Building on Strengths/Flexibility	6%
<ul style="list-style-type: none"> Adapts well to change Adapts behavior or work methods in response to new information or obstacles Skilled at negotiations to find mutually acceptable solutions Recognizes and utilizes the strengths of co-workers and consumers 	
Attention to Details	6%
<ul style="list-style-type: none"> Demonstrates accuracy and attention to details Completes assignments on-time and in alignment with specifications/directions Looks for ways to improve and promote quality 	
Interpersonal Skills	6%
<ul style="list-style-type: none"> Exhibits good listening skills Demonstrates fairness and impartiality Demonstrates a positive attitude Develops and maintains effective relationships with others 	
Proficiency	6%
<ul style="list-style-type: none"> Completes assignments on-time and in alignment with specifications/directions Uses appropriate procedures to complete assigned tasks Sets and monitors goals in line with organizational objectives 	
Creative Thinking/Initiative	6%
<ul style="list-style-type: none"> Thinks out of the box Looks for new solutions to old or recurring problems Proactively improves work processes and techniques Proactively shares ideas and suggestions Seeks opportunities for self development 	
Communication	6%
<ul style="list-style-type: none"> Communicates clearly (verbal and written) Responds to customer requests in a timely manner Seeks to clarify unclear or vague instructions Verbal communication is appropriate and acceptable Written communication is appropriate and acceptable 	
Self-Management	6%
<ul style="list-style-type: none"> Requires minimal supervision Anticipates problems and addresses needs before crisis situations develop Follows through on commitments Considers long and short-term outcomes when making decisions Thinks in a strategic manner Uses sound logic when making decisions Demonstrates self confidence 	
Stress Tolerance	6%
<ul style="list-style-type: none"> Shows poise in difficult situations Maintains personal control in trying situations Actions and reactions are calm and purposeful 	

Team Work	6%
Works cooperatively and maintains good relations with others	
Works cooperatively in group/team environments	
Creates environment that allows people to be successful	
Works well in group problem solving situations	
Displays understanding of how their job impacts and relates to co-workers	
Planning and Evaluating	6%
Able to determine short and long term goals and strategies to achieve them	
Acquires appropriate information before making decisions	
Works to resolve problems before they increase in severity	
Maintains an appropriate level of organization	
Demonstrates effective use of time	
Demonstrates planning and resource deployment skills	
Vision/Mission	6%
Demonstrates a clear understanding of the company's mission statement and values	
Places organizational goals above personal and departmental objectives	
Total	100%

Requirements

- Oversee the work of cross-functional, cross-divisional teams towards a desired outcome;
- Monitor and report on divisional programs and progress to executive team
- Makes decisions that may have program-wide impact, affect staff in non-program areas, and bind the organization financially or legally.
- Design and lead collaborative, complex, and diversified projects, coordinating the work of other professionals, managing budgets, and ensuring accountability.
- Ensure programmatic commitments, Organizational policies and procedures, financial standards, and legal requirements are met and managed for compliance;
- Facilitate strategic dialogues with senior-level stakeholders, articulating a development vision, synthesize and vet a plan of action, identify key issues, develop potential solutions, and implement plans to deliver targeted outcomes.
- Financial responsibility includes working within a budget and negotiating and contracting with vendors.
- Maintains confidentiality of frequently sensitive and emotionally charged information.
- Manage and implement strategic initiatives with broad impact by collaborating with key stakeholders to enhance overall performance in accordance with short and long-term objectives.
- Maximum opportunity to act independently, resolves complex issues within scope.
- Work proactively towards implementing organizational and departmental strategic goals.
- Assist executive leadership with strategic planning and implementation
- Anticipate critical issues and risks; take responsibility for resolution across the organization.
- Manages internal/external client expectations and anticipates needs; sets direction for resolution of complex problems, and works across the organization for consensus
- Manages production of various statuses, activity and performance reports for senior management

- Promotes development and implementation of tools, best practices and controls to improve process and overall quality of service.
- Communicate client feedback, high-level issues, and recommendations to effect change and enhance service and product offerings
- Support the deployment, promotion and achievement of, organizational goals and objectives. Take an active role in process improvements such as tools, templates, processes.
- Oversees all external reporting for Divisional programs.
- Oversee all Grant writing/contract/ renewals for projects in assigned division
- Ensure that team work in compliance with company policies and procedures.
- Assist in employee recruitment, performance evaluation promotion, retention and termination activities
- Identify skill gaps and provide appropriate trainings to team.
- Develop and enforce best practices to ensure operational efficiency.
- Oversee staffing adjustments to obtain maximum productivity.
- Recommend cost-reduction initiatives while maintaining productivity and quality.
- Develop new business programs to meet productivity and revenue goals.
- Provide guidance to assigned managers and monitor their performance, discipline and attendance on regular basis.
- Identify organizational areas of improvements and concerns and accordingly develop action plans.