

Director of Program Services

Job Overview

Under direction of the Executive Director, the Director of Program Services is responsible for managing the development and implementation of new and existing programs and services offered by MERIT and Vision Business Services, including support and supervision of assigned staff in alignment with the mission, values and objectives of the organization.

This is a 1.0 FTE, salaried, exempt position.

Primary work location is in Salem, Oregon. Local travel throughout the mid-Willamette Valley is required.

The Director of Program Services will report to the Executive Director.

Responsibilities and Duties

- Assist in prioritizing programs and services according to MERIT's Strategic Plan
- Develop necessary systems, processes and tools to support the collection, management and sharing of data and knowledge that is generated by programs and services.
- Develop meaningful measurements and targeted outcomes according to grant deliverables, budgets and mission that capture and convey participant achievement.
- Demonstrate leadership in analyzing and refining programs as needed to meet the needs of our clients and organizational goals.
- Manage program goals ensuring that staff and board can effectively communicate standards of the programs.
- Ensure client engagement in program areas/activities and develop methods for gathering constructive feedback to improve program areas.
- Develop and manage short-term projects and long-term program services using logic models, strategic goals and MERIT's mission that generate earned revenue and new grant funding to make this position self-sustaining within 2 years and help launch MERIT into a new phase of growth
- Ensure key project outcome and/or policy is regularly monitored and evaluated to leverage outcomes and outputs for maximum community and organizational impact.
- Work collaboratively with MERIT and Vision teams to integrate cross program activities and functions.
- Work collaboratively with Diversity and Inclusion Coordinator and Advocacy Coordinator to infuse DEI (Diversity, Equity & Inclusion) into every aspect of the programs, services and

processes within MERIT, Vision, our Board of Directors and joint projects guided by MOU's (Memorandums of Understanding) with community partners.

- With the Executive Director, design and manage internal systems and standard operating procedures for staff, contractors, interns and volunteers.
- Assist or co-author grant and contract proposals and reports with Executive Director
- Negotiate MOU's and other contracts in collaboration with Executive Director
- Direct supervision and coaching of MERIT & Vision interns, contractors and volunteers
- Mastery of family centered financial coaching within 6 months of employment. Training is provided.
- Successful completion of training and exam for Accredited Financial Counselor (AFC) within 12 months of employment. Training and exam provided by MERIT.
- Actively and appropriately represent MERIT at meetings and trainings held by associations, municipalities and various organizations, including meeting with elected and public officials.
- Ability to drive to satellite offices and community meetings throughout the region in a personal vehicle that is in good working order. Mileage is reimbursed. Driving record acceptable to our insurance carrier is required throughout employment.
- Utilize and institute rapid continuous cycle of improvement.
- Requires a minimum 2-year commitment, required per grant funding
- Design and oversee new multi-year projects from inception to completion that may take 4-5 years to complete
- Perform any other job-related duties related to new grants, which change each year, and as requested by supervisor.

Education/ Experience

- Bachelor's degree (BA) or five to seven years related management experience; or equivalent combination of education and experience.
- Entrepreneurial experience is a bonus but not required.

Skills

The Director of Program services is an inspiring, team-focused individual with an entrepreneurial spirit, creative problem-solving skills, a high level of adaptability to change, demonstrated emotional intelligence and an engrained commitment to the principles of Diversity, Equity and Inclusion (DEI)

- Demonstrated proficiency in program/project management, planning, and team-based experience required
- Mission-driven and self-directed
- Exhibit engrained understanding of and exemplify the principles of diversity, equity and inclusion in daily work
- Bilingual / bicultural (Spanish/Latino) mastery is required. Verbal and written testing will be implemented in the recruiting process.
- Demonstrated emotional resilience and navigating uncertainty with professionalism
- Ability to remove barriers for clients and staff to realize success
- Ability to build consensus among staff and community partners
- Demonstrated ability to write proposals and reports.
- Demonstrated personal and financial coaching skills
- Demonstrated business negotiation skills
- Ability to master in-house database within 1-3 months is required
- Previous success in managing funder relationships
- Excellent written and oral communication, public presentation and leadership skills
- Ability to communicate effectively and diplomatically within a multi-functional team at all levels
- Ability to organize, prioritize and apply systematic problem-solving skills
- Ability to anticipate, initiate, and resolve operational issues
- Demonstrated working knowledge and proficiency with Microsoft Office applications
- Demonstrated knowledge and experience with municipal processes/entities and funding mechanisms for community and economic development

- Demonstrated experience with organizational change management
- Ability to learn to use and navigate our database (training will be provided)
- Must possess an entrepreneurial spirit

About us: MERIT is a 501c3 non-profit located in the Mid-Willamette Valley. We empower economically, socially and physically challenged individuals to increase self-sufficiency and build personal and business assets. Our mission is to help people explore, launch and grow successful small businesses through training, support, financial education, access to capital, and more. We have been developing neighborhood businesses since 2008 in Salem and the surrounding rural communities in the Mid-Willamette Valley. MERIT is continually growing and making big impacts in our community. We take pride in our history and are excited for the future. Our mission, vision, and values drive our dedicated staff and board to continue to serve our community with excellence. We appreciate our community partners and funders as we recognize that our impact would not be realized without their support. MERIT is here for the Mid-Willamette Valley and its communities.

Vision Business Services is a program designed by MERIT and funded by The Ford Family Foundation to provide business services to English-Spanish bilingual entrepreneurs within rural communities in Oregon. The program is a hybrid workforce development as well as an economic development program filling the gap for business services for low-moderate income entrepreneurs.

MERIT is committed to building an inclusive environment for people of all backgrounds and all qualified candidates are encouraged to apply. MERIT is an Equal Opportunity Employer and does not discriminate on the basis of race, color, gender, sexual orientation, gender identity or expression, religion, disability, national origin, protected veteran status, age, or any other status protected by applicable national, federal, state, or local law.

Work Environment:

Dedicated workstation within a shared office at our main facility in Salem. Classroom setting at multiple locations. Satellite offices are co-working/open concept. All facilities are ADA compliant.

Normal work hours are Monday – Friday, 8am – 5pm. Some evening and weekend work will be required. MERIT holds classes and events outside of normal work hours and participation in the majority of these events will be needed. Remote work for max. 1 day per week is an option after the successful completion of the first 6 months of employment.

Every effort is made to collaboratively pre-plan evening and weekend work a few weeks in advance and to adjust work schedules to accommodate after-hours events while maintaining a productive workflow.

Compensation:

Depends on experience

All positions at MERIT are dependent on grant funding.

Annual salary: \$45,000 - \$55,000

Monthly health insurance stipend

Participation in Oregon Saves retirement program after 90 days

9 paid holidays per year (New Year's Day, President's Day, Memorial Day, Fourth of July, Labor Day, Veteran's Day, Thanksgiving Day, day after Thanksgiving, Christmas Day)

Vacation time is accrued at 6.67 hours/month for the first 30 months. Successful completion of the 90-day probationary period is required to begin using vacation time.

Sick time is accrued at 8.0 hours/month

Maximum annual rollover for accrued vacation and sick time applies. Please refer to the MERIT Employee Handbook.

Contact:

Please send a cover letter and resume to Genevieve Sheridan, Executive Director
genevieve@meritnw.org

Application questions will be emailed back to you.

Resumes will be accepted until the position is filled.

Anticipated start date will be in mid-February 2019