



**PROGRAMS AND SERVICES DIRECTOR  
JOB DESCRIPTION**

Position Title	Department	Reports to
Programs and Services Director	Programs & Services	Debra J. Williams, CEO
Employment Status	FLSA Status	Effective Date
<input type="checkbox"/> Temporary <input checked="" type="checkbox"/> Full-Time <input type="checkbox"/> Part-Time	<input type="checkbox"/> Non-Exempt <input checked="" type="checkbox"/> Exempt	<b>TBD</b>

All staff (employees, volunteers, and interns) of Building Resilient Communities (BRC), in the performance of their respective tasks and duties, are expected to conform to the following:

- Adhere to the BRC “Code of Conduct”
- Interact professionally with other employees, volunteers, interns, clients, partners, and suppliers
- Perform quality work within deadlines with or without direct supervision while understanding the necessity for communicating and coordinating work efforts with other employees, volunteers, interns, and organizations
- Assist in maintaining a professional atmosphere while representing BRC

**POSITION SUMMARY**

The Programs and Services Director works with the management team to develop and implement programs, services, and initiatives that help communities be prepared for all types of disasters. This is a community-driven position that collaborates with various faith, community, and public agencies to make a difference in the Inland Empire. This position necessitates someone equipped with a positive attitude and looking for an opportunity to be creative, a leader and work in a team environment.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

The essential functions include, but are not limited to the following:

- Performs administrative tasks and speaking engagements in the community, which includes houses of worship and community organizations.
- Oversees administrative aspects of programs to meet specific objectives of the constituents;
- Works with local, county, state, and national emergency preparedness agencies, and faith-based and community leaders to identify necessary programs and services to meet their specific needs;
- Develops and cultivates a diverse scope of constituents from our Ark of Safety Community Engagement programs to include the following:



- Faith & Community (i.e., Ark of Safety and Christian Disaster Relief Coalition)
  - Small Business (i.e., Women owned, Minority owned, Chamber of Commerce members, nonprofit groups, etc.)
  - Youth (i.e., Specialized Youth Projects, YMCA, Boys & Girls Scouts, Boys & Girls Club, etc.);
- Prepares accurate records and reports on the goals of the programs and services;
  - Analyzes data to determine the effectiveness of Programs and Services; and suggest and implement improvements to programs and services;
  - Assists in the organization of special events as well as BRC sponsored events; and
  - Works with our Marketing Department to increase the awareness of BRC's Programs and Services;

#### **MINIMUM JOB REQUIREMENTS:**

- High School Diploma with 3-5 years of experience in management or possess a Bachelors' Degree in communications, business or related fields
- Preferred experience 3-5 years within non-profit outreach activities
- Excellent written and communication skills
- Strong experience in preparing reports
- Detailed-oriented with the ability to manage multiple projects at a time
- Ability to commute to and from worksites throughout the communities served

#### **KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:**

- Being able to synergistically manage programs and services so that the client will gain knowledge and skills as a result of the training
- Knowledge of curriculum development and/or instructional design with related experience with adult and youth learning techniques
- The ability to develop training programs; and to analyze and evaluate data to assess the programs
- Having the ability to communicate well both orally and in writing is imperative
- Being skilled in project management and problem-solving techniques are essential to manage staff, contractors, and program-related issues
- Being self-motivation and skillful in time management are essential characteristics for success in this position
- Having the ability to work with a diverse group of people and to foster a cooperative work environment are vital skills to effectively executive the goals of this position

#### **PREFERENCES:**

- Bi-lingual (Spanish)
- Possess a reliable vehicle to travel to offsite activities



**PHYSICAL DEMANDS AND WORK ENVIRONMENT**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made.

**Note**

*This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.*

**Reviewed with employee by**

**Signature:** \_\_\_\_\_ **Name (print):** \_\_\_\_\_

**Title:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Received and accepted by**

**Signature:** \_\_\_\_\_ **Name (print):** \_\_\_\_\_

**Title:** \_\_\_\_\_ **Date:** \_\_\_\_\_