



Job Title: Director of Programs
Reporting to: Executive Director
FLSA Status: Exempt

Position Overview: To work closely with the Executive Director to oversee program implementation and development and lead strategic initiatives in support of the organization's mission. This senior leadership role combines high-level operational strategy with hands-on program management, ensuring both the effectiveness of programs and strong community relationships. The position will supervise staff and work closely to provide oversight to our amazing team of volunteers that carry out UCOM Programs.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Leadership & Operational Cohesiveness

- Serve as a strategic advisor to the Executive Director, contributing to the development and execution of operational goals that grow the impact of UCOM's mission.
- Lead operational initiatives with staff related to programmatic growth that impact the daily client experience.
- Assist the Executive Director with day-to-day operational management, including organizational planning, process improvements and performance monitoring.
- Direct and supervise staff in the data collection (Salesforce) and interpretation of the client experience from intake to outcome.
- Lead UCOM's team in developing program assessment tools for client services.
- Lead the process volunteers use to provide direct services through case management for the qualifying families we serve.
- Lead communication efforts with the Executive Director to increase positive and meaningful impact with clients, volunteers, and community partners.
- Network with other agencies in Jacksonville to avoid duplication of services and seek opportunities for collaborative case management.
- Honor and monitor standing Agency agreements within our network of mission partners and vendors.
- Lead by example with volunteers as needed in programs with a willingness to perform any task we would ask a volunteer to perform.
- Direct USDA and FNEF and granting agencies compliance practices of regulatory, statutory, contractual, grant, and standards for timeliness, completeness.

PROFESSIONAL AND ETHICAL BEHAVIOR

- Respect client confidentiality while maintaining proper professional boundaries and stellar ethics.
- Remain sensitive to the faith organizations and their relationship with us, and clients referred by them, to best meet expectations of our services.
- Be a collaborative and positive community member with all current and future partners, donors, and investors in UCOM's vision and mission.
- Be a positive manager for our staff and volunteer workforce and work with Executive Director in providing meaningful opportunities for all UCOM's constituents.
- When answering phone or speaking to someone who walks up to UCOM which could include clients, workers, donors, and volunteers, use active listening techniques, so clients and donors feel heard and understood.
- Comply with UCOM general policies, safety regulations and procedures while maintaining UCOM's cultural values.
- Maintain working knowledge of state and federal laws, rules, and regulations as they relate to food handling, OSHA, and confidentiality expectations; both HIPAA and common.



SKILLS / ABILITIES: CORE COMPETENCIES

- Mission Focused - supports a culture of value and appreciation.
- Strategic Orientation – able to contribute to the overall strategy, culture and financial success of the organization with specific expertise in strategic planning and execution.
- Relationship Oriented – places people before process and is astute in cultivating and managing relationships toward a common goal. Exhibit sensitivity to the service population's cultural and socioeconomic characteristics.
- Collaborator (includes teamwork and communication) – understands the roles and contributions of all sectors of the community and can mobilize resources (financial & human) through meaningful engagement.
- Brand Steward – understands role in growing and protecting the reputation and results of UCOM.
- Communication – able to effectively and professionally communicate to varied audiences.
- Systems & Software UCOM uses – Microsoft Office software, Google workspace software, Salesforce, MailChimp, Facebook & Instagram, and OneCause.
- Time Management – able to work independently with minimal supervision in planning, scheduling and organizing professional schedule to complete actions within deadlines.
- Working knowledge of Jacksonville's social services and nonprofit resources gives preference.

EDUCATION AND EXPERIENCE REQUIREMENTS

- Bachelor's degree in a related field (master's preferred) OR over 5 years of experience in a similar role.
- Proven experience in leading teams, managing budgets and implementing programs.
- Strong relationship-building skills with a track record of successful partnerships.
- Excellent communication and interpersonal skills.
- Ability to work independently and collaboratively in a dynamic environment.
- Proven ability to complete projects, show a reflection process and tracking of improvement process.
- Fundraising experience either directly or in support of development activities.

SALARY AND BENEFITS

- \$55,000 starting annual salary based on experience with full individual medical benefits.
- A ninety (90) day probationary period will be required before the position becomes permanent.
- At the end of the ninety (90) day probationary period, the permanent position includes ten (10) days of leave time annually for the first two years and fifteen (15) days annually after that.
- Nine (9) National Holidays off.
- Paid time off between Christmas Eve and New Year's Day (1 ½ weeks).

CONTACT

E-mail your resume and cover letter to sara@ucomjax.org