

Program Director Application - Helping Hands Ministry of Belton

Anticipated start date: As soon as possible. Job posting will remain open until filled.

The Program Director supervises all client empowerment and mental health programs of Helping Hands Ministry of Belton (Helping Hands). Other key duties include measuring program outcomes, overseeing and revising client eligibility and intake, and supervising volunteers and interns. This position is a full-time (minimum 38 hours per week), salaried position and reports directly to the Executive Director.

General Responsibilities:

1) Client Empowerment Programs: Researches, implements, and oversees Christian-based, holistic, relationship-oriented programs to empower our low-income neighbors.

- Initiates and sets goals for all empowerment programs according to the strategic objectives of Helping Hands Ministry of Belton.
- Plans empowerment programs from start to completion involving deadlines, milestones, and processes.
- Trains and oversees staff, interns, and volunteers administering empowerment programs.
- Develops budget and researches and applies for grants and funding sources for empowerment programs.

2) Outcome Measurement: Devises and implements evaluation strategies to monitor performance and outcomes of all assistance programs at Helping Hands Ministry and determines need for improvements.

- Participates in conversations with Helping Hands Ministry's clients, staff, volunteers, board members, and other key stakeholders to determine appropriate metrics and benchmarks for program success.
- Works closely with the Executive Director to build evaluation tools that measure progress and success of programs for both internal program improvement purposes as well as for external reporting purposes.
- Oversees the use of evaluation tools in accomplishing program objectives and ensures that data is being collected accurately, analyzed appropriately, and adapted as needed.

3) Client Eligibility and Intake: Oversees all aspects of client eligibility and intake for Helping Hands Ministry's relief and empowerment programs.

- Establishes and maintains processes for determining eligibility for clients to receive services at Helping Hands Ministry in compliance with federal and state regulations.

4) Intern and Volunteer Supervision: Trains and supervises volunteers and interns.

- Oversees and trains volunteers who work in intake, crisis relief, and empowerment programs.
- Supervises bachelor's and master's level social work interns to assist in carrying out the overall goals of Helping Hands Ministry's programs.

Professional Qualifications:

- BSW degree (MSW degree preferred) with interest in Community and Administrative Practice
- 2-3 years of experience working with marginalized populations in a professional setting
- Proven experience as a program director or other managerial position
- Excellent knowledge of performance evaluation techniques and key metrics
- Demonstrated ability to collaborate as part of a team
- Demonstrated experience supervising volunteers
- Excellent communication, organization, and leadership skills
- Working knowledge of MS Office
- Personal qualities of integrity, credibility, and a commitment to the mission of Helping Hands Ministry of Belton

Actual Job Responsibilities:

1. Supervise front office and chapel volunteers.
2. Examine, revise as necessary, and oversee intake process for new clients.
3. Examine, revise as necessary, and oversee the benefits screening process for new and existing clients.
4. Examine, revise as necessary, and oversee financial assistance program.
5. Develop, oversee, and train volunteers to operate a case management program directed toward helping clients set and meet long-term goals to overcome poverty.
6. Oversee Helping Hands Ministry's participation in the Texas Community Partner Program through the Texas Department of Health and Human Services.
7. Manage tasks and duties of social work interns.
8. Revise, oversee, and implement Employment Mentoring Ministry.
9. Organizes and schedules education courses taught by local partners and volunteers.
10. For all programs under Program Director's supervision, develop methods of measuring outcomes of programs according to Helping Hands Ministry's strategic objectives.
11. Meet with clients one-on-one as needed to assist them with finding resources in emergency situations.
12. Oversee and develop methods of receiving feedback from and involvement with clients regarding client needs and solutions.
13. Develop relationships and knowledge of other agencies for referrals and partnerships.
14. Other duties as assigned by the Executive Director.

If interested, please complete the following application: <https://www.helpinghandsbelton.org/careers>