POSITION TITLE: VP of Programs  
DEPARTMENT: Programs  
SUPERVISOR: CEO  
POSITION STATUS: Full-Time  
JOB CLASSIFICATION: Exempt

POSITION SUMMARY
As part of a senior management team, the VP of Programs oversees strategic oversight and management of all program areas to include program development, delivery, evaluation and implementation of programs and services and updates and manages organizational policies and procedures to reflect programs offered. Ensures fundraising and budget setting fit in with program needs. Program evaluation regularly conducted for service gaps and opportunities for growth for the agency to best serve its mission. Ensures staff are trained to offer appropriate services to the community. Supervises case management staff, shift staff for Day Center and IWC, and interns. Oversees and maintains partner relationships onsite and in the community to best serve clients.

ESSENTIAL DUTIES AND RESPONSIBILITIES
Will provide technical assistance, perform quality assurance, and provide training to all staff under their supervision.

- Service coordination, to include coordination of community-based support and participation in interagency case staffing.
- Enhance and implement organizational vision as established in the Strategic Plan to ensure ongoing programmatic excellence.
- Demonstrate consistent quality of administration, communications and systems; recommend timelines and resources needed to achieve the program goals.
- Attract, develop, coach, and retain high-performance team members, empowering them to elevate their level of responsibility, span of control, and performance.
- Work with staff to develop systems to ensure consistent, high-quality program management.
- Provide leadership in development of inter-team communication and cohesiveness, sustaining culture and supporting staff during organizational growth.
- Develop the necessary systems, processes, and tools to better support the facilitation, collection, and sharing of knowledge that is generated by the programs.
- High-level skills in office suite and reporting databases maintained for job for data evaluation and analysis.
- Develop dissemination system to share organizational learning with a broad range of communities for advocacy, community education and outreach to support the agencies mission.
- Ensure that key project outcomes are evaluated and leveraged for maximum community and organizational impact.
- Work collaboratively with the senior management team to integrate cross program activities and functions. Support the expansion of revenue generating and fundraising activities to support existing programs and the growth.
- Oversee all programs and services with Midlands Housing Alliances Programs with different regulations on county, state and federal level.
- HIPAA Compliance Manager for the agency.
- Implemented Program and Data review to show outcomes for board, funders and to stakeholders.
- Managing documentation, budgeting and reports for maintaining compliance with all contracts, grants and government grants.
- Develop and implement policies and procedures for programs and staff.
- Manage and implement staff training plan and community resource guides.
- Oversee all partners coming onsite to offer classes and services and maintain relationships in the community for coordinating client care.
- Oversee school relationships for intern support and assignment within the agency
- Knowledge of local community resources and ensures clients are able to access needed services via on-site service provision and community providers.
- Serve as a both the agency and client advocate to intercede on behalf of client to ensure equity and appropriate services.
- Performs other related duties as required to include the flexibility to work occasional extra hours on nights and/or weekends to meet with clients that are unavailable during the day and/or to complete assignments.

REQUIRED QUALIFICATIONS:
- Accredited University Master’s Degree in social work, counseling or comparable human services degree
- Current SC LISW or LPC license, required for Medicaid reimbursement.
- 5 or more years in upper level management.
- Computer literate with Microsoft Excel, Word, Publisher and PowerPoint.
- Ability to write case notes for Medicaid reimbursement.
- Ability to use and report from: Excel, HMIS, Phoenix, SCWOS, SC Thrive Benefit Bank
- Ability to express ideas clearly, both verbally and in writing following HR policies and laws.
- Ability to think independently, work as a team and make ethical decisions. Ability to listen and communicate effectively. Ability to problem solve utilizing critical thinking skills.
- Ability to establish rapport with staff and clients.
- Ability to stand, stoop, and sit for long periods.
- Ability to lift up to 15 pounds without assistance.
- Must possess and maintain a valid driver’s license throughout employment.

CONTACT INFORMATION
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