



Job Title: Program Director
Reports To: Co-Executive Directors
Date: 5/13/2024

Hours: Full-Time with benefits
FLSA Status: Exempt

About the Family Resource Center Association:

The Family Resource Center Association's (FRCA) vision is for a Colorado in which every family is thriving and self-sufficient. Our mission is to strengthen families through partnership and collaboration. FRCA serves within multiple intermediary roles, the Family Resource Center (FRC) Program Intermediary contract is of specific relevance to this position. As the FRC Program Intermediary, FRCA supports grantees, the state program administrator, and evaluation partners of the FRC Program. FRCA is the developer, copyright owner, and authorized trainer of a Service Delivery Model, the Colorado Family Pathways Framework (FPF) including Family Development Services. More about our work can be found on our website www.cofamilycenters.org.

Working Relationships

Internal Relationships: FRCA Staff and Board Members

External Relationships: Association Member's Directors and Staff, FRCA Partners (national/state/regional/local agencies, funders)

General Position Description

Reporting to the Co-Executive Directors and leveraging the working relationships above, the Program Director is responsible for all planning and execution of the Association's initiatives related to Service Delivery Model, Research, and Evaluation. FRCA uses a team approach; this position will work closely with other staff to move this important work forward including managing direct reports, laterally, and up. This position will participate in other agency-wide initiatives (i.e. membership expansion, strategic planning).

Essential Duties and Responsibilities

Service Delivery Model (Family Pathways Framework including Family Development Services, FPF)

- Assess and leverage opportunities (such as grants and consultation projects) to scale FPF to additional regions of Colorado, national, and international human services agencies.
- Oversee the development, implementation, and evaluation of training and technical assistance offerings to advance consistent quality application of the FPF.
- Co-lead development of tools and processes, including fidelity matrices, measures, and monitoring protocols to support implementation of FPF.
- As a deliverable of the FRC Program Intermediary contract, provide oversight of training, technical assistance, and support to FRC grantees around implementation of Family Development Services including Continuous Quality Improvement (CQI).
- Achieve and maintain required training certifications to facilitate high quality training, including Colorado Family Support Assessment 2.0 Administration with Motivational Interviewing, Standards of Quality for Family Strengthening & Support, Family Pathways Framework, and Implementation Strategies.

Research

- Explore and pursue evidence building projects with external partners toward the goal of achieving evidence-based certification of FRCA's Service Delivery Model on national research clearinghouses.
- Review, initiate, and execute data sharing agreements to support data infrastructure for research projects.
- Stay current on research capacity building trends and program best practices.



Evaluation

- Lead FRCA's equitable evaluation framework activities, including leadership of FRCA's evaluation team to create, review, and refine evaluation outcomes and management of the external evaluation partner contract.
- Serve as staff lead for the Board of Director's Program & Evaluation Committee.
- Oversee development of agency-wide programmatic reports to key partners, including funders.
- Develop and monitor regular outcome and evaluation measures for programmatic consultation project goals.
- As a deliverable of the FRC Program Intermediary contract, develop CQI plan around grantee deliverables, review data to assess site performance, address performance concerns, and provide technical assistance to the FRC Program evaluation partner.
- Oversee shared data system, in collaboration with Database Administrator, to support advancement of data infrastructure for the purposes of research, evaluation, and outcomes-tracking.

Strategic Communication and Outreach

- Foster collaboration and communication across the agency to ensure a cohesive and integrated approach to organizational goals.
- Actively participate in statewide and national family support efforts, raising awareness of family resource centers and FRCA's Service Delivery Model's impact.
- Host monthly virtual information sessions for prospective consulting clients, as well as ad hoc data system demonstrations.
- Promote, execute, and facilitate contracting projects around the replication of the Service Delivery Model including tool administration, and FRCA's shared data system subscriptions.
- Participate in a leadership role supporting implementation framework activities for all agency-wide initiatives (Strategic Planning, Colorado Fatherhood Network, Consulting, etc.) including supporting new lines of business.
- Develop, build, and maintain relationships with subject matter experts, consultants, and nonprofit leaders to deliver high quality content in all programmatic offerings.

Supervisory Responsibilities

- Ensure effective hiring, training, and supervision of staff responsible for Service Delivery Model, Research, and Evaluation initiatives.
- Lead, mentor, develop, and where appropriate, co-lead project-based teams to meet project outcomes, including programmatic, evaluation, and fiscal oversight.
- Provide constructive and timely performance evaluations and handle disciplinary action of employees in accordance with company personnel policy.

General Tasks and Responsibilities

- Work with the Co-Executive Directors to develop an annual budget and short- and long-term strategic plans related to the Association's Service Delivery Model, Research, Evaluation, and Consulting Initiatives.
- Execute strategic planning goals and ensure fiscal responsibility for the program's budget and transparency of potential budget successes and shortfalls.
- Participate in fundraising activities as appropriate, including grant proposals, contract renewals, and special events.
- Actively participate in FRCA meetings in a positive, problem-solving manner.
- Maintain professionalism in line with FRCA policies and standards.



- Maintain high level of confidentiality as it relates to the agency and all records/documents.
- Ability to work flexible hours when needed; including occasional planned over-night travel within the state and nationally.

Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

To perform this assignment successfully, an individual must be able to perform each essential duty and responsibility above satisfactorily. The qualifications listed below are representative of the knowledge, skill and/or ability required.

Minimum Qualifications

- Bachelor's degree from an accredited institution in a field of study related to the work assignment and/or a minimum of 4 years of related work experience.
- Demonstrated experience in program/project management, including overseeing program/project development, coaching, reporting, evaluation and growth of multiple programs.
- Demonstrated strong interpersonal and customer service skills, shown by ability to establish and maintain interpersonal relationships with others including peers, internal and external managers, community groups, and other partners.
- Demonstrated supervisory experience, including performance management coaching and support.
- Strong decision making and critical thinking skills, shown by the ability to prioritize tasks, to delegate them when appropriate, and seek solutions as problems arise.
- Two years of experience instructing, training, and/or coaching diverse groups.
- Proficient with Google Suite, Microsoft Office Suite, or related software.
- Ability to communicate effectively, both in writing and orally.

Preferred Qualifications

- Experience in research and/or program implementation using implementation science frameworks.
- Knowledge base in human services provision to diverse families.
- Demonstrated experience working with databases.
- Strong skills working with ad-hoc and formal teams to accomplish positive results.
- Strong understanding of the nonprofit sector, capacity building, and a passion for FRCA's mission.

Other Information

- Successful applicant will be asked to authorize a DMV record and other background checks, including e-Verify, before employment is approved.

Work Schedule and Compensation

- This position is full time, 40 hours per week, exempt, salaried.
- Upon successful completion of a 90-days in-person onboarding period, this position has flexibility to be largely in-office or largely remote.
- Salary Range: \$73,500 - \$83,500, depending on experience.



- FRCA hours are Monday-Friday 8:00 a.m. – 4:00 p.m. or 9:00 a.m. – 5:00 p.m. Occasional weekend/evening hours are required.
- FRCA offers a generous benefits package, including:
 - 100% paid health coverage (medical, dental, vision) for our employees on the first of the month following 60 days of successful employment. FRCA covers 50% of health coverage for spouse and dependents.
 - Aflac – An optional supplemental insurance policy in addition to the health benefit plan. FRCA will cover half of the cost, up to \$40 per month of this benefit for employees. Employees are eligible on the first of the month following 60 days of successful employment.
 - Ten paid vacation days during the first year of employment. Employees begin accruing vacation and sick time on their first day.
 - Two floating holidays at the time of hire. These are paid days off in lieu of having to use vacation or sick time.
 - 401K retirement plan, with a 4% employer match, eligibility begins first of the month following 60 days of employment.
 - \$25 monthly self-care reimbursement.
 - Telecommuting agreement (e.g. working remotely, working from home), or flexible schedule agreement (e.g. working hours different from the regular schedule) will be considered for employees.
 - FRCA uses FAMLI (www.famli.colorado.gov) for short term disability.

Hiring

FRCA is an Equal Opportunity Employer. We cherish diverse lived experiences and strongly encourages all interested, qualified candidates to apply, including those with nontraditional backgrounds. We don't want to miss great candidates. Don't let doubt deter you from joining our team.

To apply, please submit the following to info@cofamilycenters.org with “Program Director” in the subject line: 1) Cover letter addressing how your specific employment experience fits this position, and 2) Resume.

The application period will close May 27th at midnight.

Candidates who move forward in the process will be asked to provide three (3) professional references.