



JOB DESCRIPTION
Program Service and Advocacy Director
FLSA Status: Exempt

Division: WORLD
Department: WORLD
Supervisor Title: Ingrid Floyd, Interim Executive Director
Prepared By: Ingrid Floyd, Interim Executive Director
Created/Last Revision Date: October 5, 2021
Approved By: Ingrid Floyd, Interim Executive Director

Major Tasks, Duties and Responsibilities

Primary responsibilities include program development, implementation, and administration; data tracking and reporting, and continuous quality improvement services.

- Assist with organizing, and coordinating the programmatic, administrative, and operational activities in support of direct services.
- Promoting, coordinating, and participating in collaborative activities and projects.
- Help spearhead outreach and recruitment to increase client census.
- Direct outreach staff and identify partner organizations to conduct services and activities related to outreach and client engagement both in and outside of the office
- Supervise upwards of 10 or more direct service staff and provide professional development and coaching
- Review and make budget recommendations to the Executive Director and assist in creating budget modifications for agency contracts
- Monitor contract performance and create and submit timely monthly reports to submit for funders including federal, local and private contracts.
- Support WORLD's policy, advocacy and community organizing efforts at the local, state and national level
- Develop and spearhead strategies that effectively utilize WORLD's direct service experience to inform development of its advocacy platform
- Play a leadership role in integrating the work policy and advocacy strategy across all programs and work of the agency Provide specific support to local and national-level project designed to raise awareness and engage women.
- Organize and supervise 15-20 HIV positive women leaders and volunteers to serve as public advocates in the fight to eradicate HIV related stigma and coordinate activities for Multimedia Fellows.

- Assist with organizational outreach, including social media, related to advocacy activities and community engagement
- Represent organization at meetings
- Assist with proposal development to grow agency resources

MINIMUM POSITION REQUIREMENTS:

A Bachelor's Degree from an accredited school of social work or public health; a combination of education, experience, knowledge, and abilities to successfully perform the duties assigned to the position. Demonstrated coordination and management skills within a social service program. Demonstrated non-profit finance knowledge. Able to maintain professional standards, efficient consultation, and supervision skills. Must be well organized and detail oriented. Excellent planning skills.

Ability to establish and maintain effective partnerships and collaborations. Experience in contract program management, service evaluation. Ability to interpret contracts and develop policies and procedures accordingly. Ability to plan, organize, and activities. Ability to assess quality performance and implement effective strategies to improve and ensure quality service.

KNOWLEDGE AND ABILITIES

- Comprehensive knowledge of social, emotional, behavioral, and economic implications of chronic disease, as well as death and loss. Extensive demonstrated knowledge of social and emotional problems associated with HIV/AIDS. Demonstrated expertise in formulating, implementing, and adjusting psychosocial treatment based on a sound integration of theory and practice. Thorough knowledge of HIPAA and ability to respect confidentiality and professional judgment to interpret, clarify, and report information to patients, family members, and staff.
- Demonstrated ability to deliver services in an ethical, nonjudgmental, culturally competent, and nondiscriminatory manner. Demonstrated experience communicating and working effectively with a multidisciplinary team.
- Excellent interpersonal skills to interact effectively with ethnically and culturally diverse populations and co-workers, respecting confidentiality and exercising tact, flexibility, and diplomacy.

Must be able to work independently, set priorities, organize and complete multiple tasks and projects efficiently. Ability to initiate, develop and maintain effective linkages and partnership with community-based agencies. Demonstrated experience using computer software to collect data and to prepare reports. Demonstrated experience using personal computer programs including Microsoft Word, PowerPoint and Excel.

Must be willing and able to travel to community meetings, and occasional out-of-town conferences. As this position requires driving duties, employees must possess a valid California Driver's License with access to reliable personal transportation as well as proof of current vehicle insurance in good standing.

Experience:

Administrative experience in a health or human service agency, including at least five years of supervisory responsibility.

Participation in Meetings/Committees

- Attends meetings as assigned.

Supervisory Responsibilities

This job has supervisory responsibilities.

Computer/Software Skills & Abilities

To perform this job successfully, an individual should have advanced knowledge of Microsoft Word, Excel, Outlook, Power Point and Adobe Acrobat Reader, and internet proficiency and other computer-related tasks.

Language Skills

Ability to read, analyze, and interpret common scientific and technical journals, financial reports, and legal documents. Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community. Ability to effectively present information to Management, public groups, and /or boards of directors

Mathematical Skills

Advanced Skills: Ability to apply advance mathematical concepts such as exponents, logarithms, quadratic equations, and permutations. Ability to apply mathematical operations to such task as frequency distribution, determination of test reliability and validity, analysis of variance, correlation techniques, sampling theory add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals.

Reasoning Ability

Ability to define problems collects data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables. Individual must be self-motivated and bale to work independently as well as a team. Ability to successfully clear health screening and background check.

Other Skills & Abilities/Qualifications

- Sensitivity to issues surrounding HIV and AIDS.
- Ability to work as a team player.
- Strong attention to detail.
- Excellent interpersonal skills.
- Able to work independently and follow established protocols.
- Ability to work with diverse populations.
- Sensitivity to multi-cultural and lifestyle issues.
- Strong organizational/prioritizing skills in a rapidly changing environment.

Certificates, Licenses and Registrations

- Valid California Driver's License in State of employment.
- Proof of liability insurance.

Physical Demands

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

accommodations may be made to enable individuals with disabilities to perform the essential functions.

ACTIVITY	AMOUNT OF TIME			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Stand		*		
Walk		*		
Sit			*	
Use hands to finger, handle, or feel				*
Reach with hands and arms				*
Climb or balance		*		
Stoop, kneel, crouch or crawl		*		

LIFTING/CARRYING	AMOUNT OF TIME			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Up to 10 pounds		*		
Up to 25 pounds		*		
Up to 50 pounds	*			
Up to 100 pounds	*			
More than 100 pounds	*			

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

	AMOUNT OF TIME			
	None	Under 1/3	1/3 to 2/3	Over 2/3
Fumes or airborne particles	*			
Toxic or caustic chemicals	*			
Outdoor weather conditions	*			
Risk of electrical shock	*			

Employee’s Acknowledgement

I have read the job description and agree to its contents. I acknowledge that other duties may be requested of me that are not specifically stated here. I agree to perform these duties as directed by my immediate supervisor(s), and when called upon. I also agree to assist in the formulation of a revised job description should the need arise in the opinion of my supervisor(s) and/or the Director of Human Resources.

Employee Signature	Date
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