**Position Title:**

**Reports To:**

**FLSA Category: Senior Director of Programs**

**Chief Executive Officer (CEO)**

**Exempt**

**Overview of Organization & Position**

Since 1937, Triangle Family Services (TFS) has served as the place to turn for innovation and solutions for families facing crisis. TFS accomplishes its mission of, “Building a Stronger Community by Strengthening the Family”, through its four core program areas including, Homelessness and Housing, Family Safety, Financial Stability and Mental Health. Serving more than 2,000 families annually, with a 90% success rate, and 71% of our client base living below the federal poverty level. Families experiencing crisis seek TFS’ trained, accredited, and credentialed staff that provide critical financial, mental health and abuse intervention services. As TFS’ experts delve deeper into each family’s case, it is often found that there is a need to provide them with a comprehensive suite of services, which enables our community to thrive and prosper. Visit [www.tfsnc.org](http://www.tfsnc.org/) for more information.

**Position Summary**

The Senior Director of Programs will work in conjunction with leadership to organize, oversee, and lead the successful operations of the organization’s portfolio of programs.

**The Senior Director of Programs will:**

• Supervise and mentor program directors and/or managers in assigned areas.

• Establish annual program, departmental and staff goals and tracking methodology.

• In partnership with leadership, deploy and allocate resources efficiently and effectively in an effort to balance agency workload, performance and results.

• Participate collaboratively in budget development and the monitoring processes as well as fund development activities that support sustainability and growth.

• Stay abreast of relevant research and emerging practices as well as local community and service system shifts affecting TFS operations.

• In collaboration with the finance department, effectively manage contract funding ensuring accurate budgets and funding to support various programs.

• Stay abreast of organization’s strategy, priorities, and projects in an effort to align departmental goals accordingly.

• Identify and assess potential operations challenges and work to find solutions to maximize efficiency and revenue.

• Works in partnership with the Development Department to complete grant and contract opportunities for the programs.

• In collaboration with leadership identifies new grant and contract opportunities for the organizations.

• Work closely with program leaders and leadership to track data and assess the growth needs in keeping with contracts and organizational strategic growth.

• Evaluate current program contracts and grants and provide oversight to ensure needs are being met and identify if/when any changes are needed.

• Partner with the finance team to ensure timely completion and submission of program reporting, contract and grant spending and monitoring.

• All other tasks as assigned.

**Experience, Skills, and Education**

• Bachelor’s degree or equivalent experience required.

• 3-5 years of proven successful programs operational experience required.

• Excellent verbal and written communication skills

• Demonstrated ability to think strategically and understanding of strategic operational development.

• Excellent organizational skills and detailed oriented

• Work well with a team as well as alone, with little supervision and being held accountable for results.

• Excellent leadership and organizational abilities

* Government contracts experience and knowledge of grant submission process

• Superior knowledge of industry regulations and operational guidelines and negotiation skills

**Values**

Integrity: We act in a manner consistent with our words and beliefs

Honesty: We deal with each other in a straightforward manner

Respect: We treat others with care and consideration

Courage: We pursue our beliefs with strength and perseverance

Diversity: We seek; value; and respect differences among our teammates

Balance: We strive for stability and vitality in our lives

TFS provides equal employment opportunities to all applicants and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws. Working Hours/Conditions Onsite, Full-time 40 hours per week Monday through Friday. Must be able to sit or stand for varied periods of time throughout the workday. Some travel for off-site meetings, events or tasks may be required. Work schedule may involve occasional evening and weekend hours. TFS requires all employees to be fully vaccinated against COVID-19, where allowed by state or local law unless approved accommodation is applicable.

To apply please submit a cover letter, resume, and required salary range to **resume@tfsnc.org** with the position title **(Senior Director of Programs)** in the subject line.