



**Job Opening Announcement
July 2022**

Program Operations Director

This position is based in Mesa, Arizona

Are you looking for a new opportunity where you can use your nonprofit social service management experience and skills to truly make a difference in the lives of older adults? We are currently recruiting for an important program leadership position.

Aster Aging empowers and supports older adults and their families to remain independent and engaged in our East Valley communities. Our non-profit organization, founded in 1979, provides a full continuum of services for over 5,000 seniors annually. Our core programs include dynamic Senior Centers, Meals on Wheels, In-Home Support that includes volunteer caregiving assistance and non-medical home care, and Outreach / Social Services. Our vision is to be a leader in providing direct services and mobilizing resources that support the changing needs of our older adult population.

The Program Operations Director provides staff leadership to develop, execute, and evaluate comprehensive plans for program and services to achieve Aster's vision, mission, and goals. This position collaboratively develops, updates, and monitors service delivery systems, senior nutrition food service operations, and program policies and procedures to ensure the highest quality of accessible support for older adults and their families. The Program Operations Director serves as a member of Aster's senior management team, jointly developing funding and marketing plans for programs. Please note that this is a "hands on" leadership role, which includes providing direct service to clients and full operational support to program teams as needed. The position involves significant team work and collaboration with the individuals and families we serve, staff, volunteers, organizations, and funders.

Full-time (40 hours / week) exempt position, primarily weekday hours
Competitive salary and benefits package

Qualifications include a master's degree in social work, nonprofit management, or a closely related field, with a progressively responsible work history that includes direct service to older adults and their families. A minimum of five years' non-profit social service management experience is needed, including staff and program supervision, program development and evaluation, grant writing and reporting, outreach, and volunteerism. Effective communications, teamwork and interpersonal skills, multicultural competency, and computer skills are needed. A full commitment to the highest quality of customer service is essential.

Please refer to the Job Description for additional information and requirements

Interested applicants are encouraged to submit their resumes and salary expectations to:

HR@asteraz.org

Aster Aging, Inc.

45 West University Drive, Mesa, Arizona 85201

Phone: 480-964-9014, Fax: 480-898-7306

www.asteraz.org

Position is considered open until filled.

Equal Opportunity Employer.

<p style="text-align: center;">Aster Aging, Inc. Job Description: Program Operations Director</p>

Overview: Provide leadership to develop, execute, and evaluate comprehensive plans for programs and services to achieve Aster's vision, mission, and goals. Collaboratively plan, implement, and lead operational strategies for programs for older adults and their families that include Center-Based Services, Meals on Wheels, In-Home Support, Outreach / Social Services, and Contracted Programs. The position involves significant team work with the individuals and families who are served, staff, volunteers, other organizations, and funders.

Major Duties:

1. Provide leadership for the development, implementation, and enhancement of programs in keeping with Aster's Strategic and Annual Plans. Develop, update, and monitor service delivery systems, food service operations, and program policies and procedures to ensure the highest quality of accessible support for older adults and families.
2. Provide full operational support and back-up to program teams as needed. Directly provide services to clients. Provide technical support to program staff teams through supervision, training, and case review.
3. Provide staff leadership and support to develop and monitor annual program plans. Oversee program reporting systems and the compilation of service, demographic data, outcome, client satisfaction and other related reports.
4. Work in partnership with administration and staff teams to develop budgets and a funding plan for programs and services. In partnership with the CEO, prepare grant proposals and oversee grant management. Recommend and implement fee-for-service strategies. Explore new contractual opportunities to support program operations.
5. Serve as a public spokesperson for Aster. Work jointly with administration and staff teams to develop and implement program marketing and outreach plans in alignment with organizational branding. Participate in collaborative efforts with aging services, social services, and health care networks.
6. Lead organizational efforts to assess community needs and resources. Analyze potential gaps in Aster's continuum and develop strategies to consider identified needs in future alliances and/or program planning.
7. Assist the CEO in providing support and staff leadership related to programs and services to the Board of Directors and related committees.
8. Maintain an organizational climate that attracts, motivates, supports, and retains high quality professional employees and volunteers. Lead, supervise, and support program supervisors for consistency and coordination.

Other Duties:

- Ensure that Aster's policies, standards, and decisions are implemented and maintained. Foster appropriate communication and positive relationships between the Board, staff, volunteers, and offices / centers.
- Serve as a member of Aster's senior management team, participating in the development of organizational plans and budgets and coordinating with other members in specific functional areas.
- Other duties as needed and appropriately assigned.

Qualifications:

- Master's degree in social work, nonprofit management, or a closely related field, with a progressively responsible work history that includes direct service to older adults and their families.
- A minimum of five years non-profit social service management experience, including staff and program supervision, program development and evaluation, grant writing and reporting, outreach, and volunteerism.
- Demonstrated effective written and oral communication skills. Ability to prepare concise plans and reports and provide presentations. Extensive computer skills, including proficiency in multiple database systems.
- Effective interpersonal skills and ability to encourage teamwork. Full commitment to quality customer service.
- Ability to work effectively with diverse constituencies and communities. Multicultural sensitivity and competency. Bilingual Spanish-English helpful.

Requirements:

- Possess a valid AZ driver's license and vehicle to use in performance of job.
- Ability to obtain a Level I Fingerprint Clearance Card and compliance to Aster's background check policies.

Responsible to: Chief Executive Officer

Status/ Hours: Full-time exempt position. Primarily weekday office hours, with evening and weekend work required at times.

Primary Work Site: Aster's Administration Office in Mesa, Arizona. Position will require some travel via automobile.

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