

JOB DESCRIPTION

POSITION TITLE: Program Director

JOB STATUS: Full Time/Exempt

DEPARTMENT/LOCATION: Alameda County Pretrial/EIC

REPORTS TO: Director, Program Services

JOB PURPOSE: Under limited supervision, manage the program personnel, assets and budget according to LCA policies and procedures and contractor's standards to ensure contract compliance and program quality.

ESSENTIAL FUNCTIONS:

- Act as primary liaison with contracting agencies and other key business partners (i.e., counties' courts, attorneys, equipment manufacturers, etc.) to build positive working relations.
- Coordinate meetings with stakeholders.
- Communicate with the courts, probation officers, judges, and attorneys. Attend court hearings when necessary.
- Conduct regularly scheduled meetings to keep staff informed of company status, and program updates; foster a team environment and encourage staff to express concerns, report observations, and offer recommendations and suggestions.
- Participate in management staff meetings by sharing observations and making recommendations regarding the program, participants, and staff relations to identify and solve problems and function as a unified team.
- Coordinate the completion of program statistics, and any collection of data regarding overall program operation.
- Familiarity with the LCA Employee Handbook, Personnel Policy and Operations manual and Operating Procedures Manual (all procedures and policies included on the LCA Forms and Files site) in order to fairly and consistently administer policies and procedures to staff and participants.
- Recruit, hire and orient staff per established employment procedures to ensure qualified applicants are hired and to minimize turnover and exposure to litigation.
- Conduct employment interviews for participant services positions.
- Develop, maintain, and conduct on-the-job training for all participant services positions.
- Continuously review and reassess staff training needs.
- Ensure that staff evaluations are accurately presented.
- Dictate when staff disciplinary or written documentation is appropriate.
- Complete in-service training for personal and professional development, as needed.
- Receive, review, and act on any participant or employee grievances and appeals, within the established procedures, to ensure concerns are resolved consistent with LCA policy and in a fair and timely manner.
- Maintain and submit all personnel records to the Administrative Office, as defined in the Employee Handbook, to comply with governmental requirements and provide documentation in the event of litigation.
- Oversee staff scheduling to ensure compliance with contract requirements and to ensure fair and equitable staff schedules.
- Review and sign all program employee time cards, mileage, and expense reimbursements to make sure they are complete and accurate and submit to the Administrative office in a timely manner.

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- Manage the monthly line item budget in order to maintain fiscal budget control.
- Prepare monthly billing, auditing reports and other program reports, as needed and submit monthly billings to the contracting agency and the Administrative Office by the tenth working day of the following month.
- Stay current with industry technology, and general industry developments in programming.
- Assume on-call duties in rotation with other managers if requested.
- Review and sign case managers' progress, incident and final reports.
- Draft forms, written policies and procedures.
- Maintain confidentiality of information obtained through job duties regarding employees, vendors, participants, outside agencies, etc., so that sensitive information is only furnished on "need to know" basis.
- Responsible for all cash and receipts (e.g., petty cash, participant payments, etc.) and will be subject to periodic audit to maintain a balanced fund and to ensure that all participant receipts are accounted for.
- Ability to audit case files as delegated by Director of Program Services.

SECONDARY FUNCTIONS:

- Knowledge of LCA's community-based programs.
- Perform other duties as assigned.

EDUCATIONAL/WORK EXPERIENCE REQUIREMENTS:

- Minimum of two years of college education in related field or equivalent supervisory work experience. Bachelor's degree in Criminal Justice or a related field of study preferred.
- With two years of college, six months of work experience in the field of criminal justice, sales or customer service required.
- Without two years of college, at least one year of LCA experience or two years' experience in a related field outside of LCA with at least one year in a supervisory capacity.

QUALIFICATIONS:

- Ability to read, write and speak the English language.
- Ability to communicate in a second language such as Spanish highly desirable.
- Honesty and integrity.
- Strong written and verbal communication skills.
- Strong organizational and project management skills.
- Ability to multi-task to meet company objectives.
- A general level of personal discipline that gives evidence of the ability to meet schedules and deadlines in a timely and effective manner.
- The ability to assess and act upon day-to-day operating situations in an objective and effective manner.
- Interpersonal skills sufficient to provide for the establishment of an effective working relationship with management staff, operating personnel, participants, and outside business partners and

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consultants.

- Self-starter, able to work with minimal supervision.
- Sense of humor.
- Proficient in Word, Excel, Outlook, and Power Point. Previous database experience a plus.
- Valid California driver's license. Must be able to meet company standard regarding vehicle insurance (see LCA Employee Handbook).

WORKING CONDITIONS:

- Office environment with potential exposure to excessive noise, changes in temperature, dust, or other adverse environmental conditions.

PHYSICAL CONDITIONS:

- Able to sit and stand for extended periods of time.
- Able to bend, kneel and stoop repeatedly for periods of time.
- Able to lift and carry 25 lbs.
- Gross and fine manual dexterity.
- Ability to operate standard office machines and equipment including keyboards.
- Able to travel by automobile to events, meetings, conferences and satellite offices.

This to acknowledge that I have received, read, and familiarized myself with a copy of the job description for my position at Leaders in Community Alternatives ("LCA"). I also understand that LCA may modify or rescind any of the job functions of this job description at any time as business necessitates. In addition, I acknowledge that employment at LCA is at-will and, as such, employment may be terminated at the will of either LCA or myself at any time with or without notice or cause.

Employee Signature

Date

All essential functions or responsibilities are determined to be essential job functions for which reasonable accommodation will be made. Ability to perform the secondary functions or responsibilities is not a requirement of the job, but an incumbent may be required to perform these duties if able. This job description is not to be construed to be an exhaustive statement of duties, responsibilities, or requirements. Employees will be required to perform any other job-related instructions as requested by their supervisor or senior management, subject to reasonable accommodation.