

POSITION TITLE:	Director of Programs (PD)
REPORTS TO:	Executive Director (ED)
SUPERVISORY RESPONSIBILITIES:	Program managers, program coordinators, program hourly employees, coaches, and volunteers
	Indirect: front desk staff, contractors
STATUS:	Full-time Exempt, Permanent
SALARY:	\$75,000
BENEFITS:	401K, Vacation, Paid Sick, Comp Time, Flexible Schedule, Health Stipend, Employee Discount

## Organization Background

**MISSION:** Hyde Park Neighborhood Club brings people together to strengthen the health, vitality, and sustainability of our diverse local community through programs and partnerships, with a particular focus on child and youth development.

**VISION & VALUES:** Hyde Park Neighborhood Club's purposes and programs support our vibrant community while also respecting the anticipated needs of future generations.

- Our creative and responsible actions promote social and racial justice and environmental stewardship.
- We prioritize equity and inclusion across all dimensions of our organization.
- We demonstrate care for children, families and the wider community through quality programming and a commitment to excellence.

## General

Under the direct supervision of the Executive Director, the Director of Programs oversees year-round, age-appropriate, prosocial programs for children and youth ages 0-18 (emphasis on school-aged children ages 5-13). This position requires expertise in child development, strategic vision, and organized implementation of programs that best serve youth needs—including social-emotional development, support for diverse learners, and a community of inclusion. The Director will research, plan, develop and implement programs and systems, set measurable goals, and evaluate programs in line with the organization's mission/values and healthy development of the whole child. The Director will ensure that all programs address program quality and child safety, limit risk, rely on proven indicators, and are financially viable. Responsibilities include staff management and support, client support and data management, compliance, and budgeting. The Director is expected to work in close collaboration with the Executive Director and Development Director to build community alliances and relationships and support fundraising and marketing efforts.

## Performance Dimensions and Tasks:

### 1. Strategy & Planning

- Align all aspects of HPNC's programs with its stated mission and values, and ensure that all programs are informed by child and youth developmental milestones.
- Develop a diverse range of age-appropriate, intentionally structured programs based on community needs, local competition and financial viability that enhance and enrich the educational, social-emotional, physical, cultural, and civic life of children.

- Draft thoughtful, descriptive, and consistent language for HPNC's programs, in order to inform, grow external awareness, encourage community support, and increase program enrollment.
- Clearly define, monitor, and report on goals and outcomes for each program for quality-management, grant-writing and reporting, and outreach.
- Plan and manage program operations and logistics to ensure highest level of program quality and delivery, including orderly and timely advanced planning for seasonal schedule and family orientations.
- Work with Development Director to create, edit, and circulate outreach materials; to define and deliver schedule for program promotion; and to identify appropriate funding opportunities (donors, foundations, grants).
- Work with Executive Director to set program budgets and monitor program budgets throughout the year. Communicate regularly with staff, families, and community partners with clear and consistent messaging to ensure smooth program operations and to align understanding by multiple stakeholders.
- Vet and hire program staff and contractors and coordinate onboarding with HPNC operations staff.
- Develop and implement thorough staff and volunteer training on policies/procedures/protocols, performance expectations, student engagement techniques, effective classroom management, behavior guidelines, risk/safety, and other requirements.

## 2. Delivery

- Ensure that clients are kept safe and that facilities/classrooms are maintained, orderly, and clean in accordance with agency health and safety policies.
- Manage program operations, including staffing, space, daily schedules, classroom setup, supplies, and enforcement of policies, procedures, protocols, and rules.
- Liaison with families to track and intervene on client progress, challenges, and behaviors and assign staff as needed.

## 3. Evaluation

- Develop, conduct, and document program evaluations for effectiveness, client satisfaction, community needs, and program outputs and outcomes. Implement and train staff on PQA quality assessment.
- Ensure that program staff are well trained and supported, design professional development opportunities to address the most important areas for improvement, and conduct ongoing staff performance reviews and annual staff performance evaluations..
- Monitor attendance quotas to ensure fiscal health of programs (minimum 80% attendance for IAC good standing and full payment).
- Complete student assessments and reports as required by granting organizations and attend required meetings/trainings.

## 4. Administration

- Manage and supervise staff (employees and volunteers): define and track program documentation (schedules, job descriptions), training and orientation, schedule management, regular staff meetings, coaching.
- Communicate regularly and clearly through emails, phone calls, apps, management tools, and informational materials with families, staff, partners, and other stakeholders.
- Ensure accuracy and timely updates of family accounts, including paperwork, payments, Illinois Action for Children eligibility, and sliding-scale eligibility.
- Develop extensive knowledge of City and State license-exempt requirements and best practices and implement standards accordingly.



- Keep and compile accurate records including clients, volunteers, schedules, attendance, pickups/drop-offs, fire alarm drills, operational procedures, medical instructions, emergency contacts, and any other items as required by licensing.
- Ensure that all program inquiries are answered in a timely and professional manner. Conduct regular non-program staff meetings to convey program information.
- Work with Finance Department and follow financial procedures for billing, refunds, accounts receivable/payable, and client dismissal; ensure accurate attendance records for billing and IAC and DFSS reporting.
- Perform other duties as assigned.

## 5. Community Outreach

- Build strong relationships with local schools, administration, teachers, LSCs, PTOs, peer agencies, and other support organizations to grow clientele, to build collaborative partnerships, and to deepen local youth support network.
- Represent HPNC to the larger professional community, including involvement in professional organizations. Act as community spokesperson for HPNC programs. Create and maintain connections with community members, organizations, businesses, and resources.
- Act as a neutral, thoughtful resource for area families and youth, and establish voice as a community thought leader in the local youth development field.
- Participate on board of directors Strategy & Programs Committee.

## Job Specifications

- Master's Degree in social work, education, child development, or closely related field.
- Minimum of 7 years of program management or classroom experience; at least 3 years supervising staff in a school-aged programs setting.
- Must have completed a minimum of 25 hours of courses (18 semester hours or 27 quarterly hours) related directly to child development of school-age children, recreational programming, physical education, and other school-age courses. Eighteen (18) hours must be in child development from an accredited institution.
- Successful demonstration of supervisory and management experience and creative program planning.
- Skilled descriptive writer; clear and friendly written and oral communicator.
- Meticulous organization and planning; consistent follow-through with developing, documenting, and communicating plans, logistics, and reports; commitment to leading and participating on teams in a collaboration work culture.
- Aptitude with MS Offices Suite, MS Excel, multiple software platforms and apps.
- Background in social/racial justice education, environmental education, and/or neurodiversity is a plus.

## How to Apply

Email resume and cover letter to [employment@hpncclub.org](mailto:employment@hpncclub.org) with subject line "Director of Programs - [your first initial and last name]." Visit [hpncclub.org](http://hpncclub.org) for more information.

