

POSITION DESCRIPTION

Position Title: Senior Director, Patient and Caregiver Services

Reports To: Chief Executive Officer (CEO)

Supervisory Responsibilities: Program Director Volunteer Helping Hands, Community Resource Specialist, volunteers, and interns

FLSA Classification: Exempt

Full-Time Equivalent: 1.00 (40 hours)

Hours of Work: TBD, Flexible. Some evening/weekends required

Work Location: CaringMatters' new Wellness Hub location in Germantown, MD. Ability to do some teleworking with an agency- provided computer.

Date: October 31, 2022

Application Deadline: November 23, 2022

POSITION SUMMARY

The Senior Director for Patient and Caregiver Services is responsible for the management and delivery of programs and services for people who are seriously ill, especially those where there is a poor prognosis, and their family members, especially those with primary caregiving responsibilities. Current programs include home visiting to provide companionship, practical nonmedical support and transportation to medical and social services; caregiver support groups, bereaved caregiver retreat, and community resource navigation. Volunteers deliver most of the services under the supervision of program staff. All programs and services target Montgomery County residents. The Director is expected to work to expand the number of people served and create new programs in response to unmet needs with a particular focus on racially/ ethnically and other diverse communities and/or low-income residents.

RESPONSIBILITIES

Program Design and Delivery

- Strengthens the infrastructure of the service area, including client service processes, internal staff communications, data collection, etc.
- For current and new programs, ensures that
 - Program goals align with agency's mission and current Three-Year Strategic Plan
 - Population to be served is clearly identified with outreach/marketing plan
 - Program design will yield intended outcomes for clients; updates are made as needed
 - Implementation tasks and timelines are established and monitored
 - Ensure that programs have the necessary staff and volunteer support and other resources
 - Ensure compliance with program policies and procedures
- May directly deliver services
- Works to ensure that all elements are culturally competent, promoting inclusion and equity for all diverse populations
- Coordinates with other CaringMatters program areas and agency operations
- Maintains oversight and accountability for program spending

Employee Supervision and Support

- Participates in the hiring and orientation of program employees
- Provides regular direct supervision, monitoring and coaching of employees to promote positive performance
- Adheres to the agency's personnel policies and procedures and supports employees in doing so as well
- Completes annual performance reviews on each employee

Volunteer Recruitment, Training and Support

- Participates in the agency's efforts to recruit, train, coordinate and mentor volunteers
- Ensures that volunteers are vetted and have completed and submitted required forms
- With staff, designs and delivers initial pre-program training(s)
- With staff, provides ongoing mentorship and support through individual and group methods
- Empowers and acknowledges volunteers by providing continuous training and educational opportunities, appreciation events, and ongoing support and gratitude.
- Monitors the volunteers' submission of hours served and any other essential information

Reporting and Accountability

- Understands the contents of grants and contracts that support relevant program areas
- Works with Access software and program performance measurement volunteers and staff to ensure needed data are collected and entered in appropriate software.
- Reviews program performance data regularly to assess the degree to which intended program objectives and goals as set in the strategic plan are being achieved.
- Works to implement program improvements as indicated by evaluation results
- Works with appropriate staff to ensure that required program reports are complete and are submitted to funders on time

Community Engagement

- Interacts with a wide range of community stakeholders to identify unmet service needs among the county's diverse populations
- Build relationships with hospital discharge planning teams, primary care and oncology practices, senior living communities and any other sources of clientele.
- Represents organization as a member of GROWS and other committees/groups within the community that will increase visibility.

Other

- Supports fund development efforts, especially working with the Grants Specialist on proposals
- Provides presentations and supportive workshops to community groups
- Keeps abreast of effective programs and practices in the field

QUALIFICATIONS

Education

- Bachelor's degree required in a human services related field
- Master's Degree preferred

Experience & Skills

- Minimum of 5 years of experience in nonprofit program management, social services, or healthcare; ideally related to serious illness and aging

- Experience in working with people with serious illness and their families and understanding of related palliative and hospice care services preferred
- Bilingual or multiple language proficiency a plus
- Working knowledge and experience with Microsoft Office (Word, Excel, and Access) required
- Knowledge of Montgomery County, its diverse populations and community resources a plus
- Experience in one or more aspects of recruiting, training, mentoring, and managing volunteers preferred
- Outstanding relationship-building skills with clients, volunteers, colleagues, and the community
- Demonstrated ability to embrace culturally diverse populations
- Ability to maintain confidential information
- Excellent proactive problem-solving skills
- Exceptional interpersonal, oral, and written communication skills
- Superior organizational skills to manage multiple priorities in a complex work environment
- Effective time management and attention to detail required
- Ability to work as part of a team in a service-oriented environment