



CONNECTIONS

Challenge Barriers. Build Independence.

Director of Programs & Services Job Description

Connections for Independent Living is the nonprofit Independent Living Center for northeastern Colorado, serving people with disabilities throughout seven counties.

The Director of Programs and Services (DPS) reports to the Chief Operating Officer (COO) and is responsible for overseeing junior managers and front-line staff. The DPS will work closely with the COO to provide oversight of the five core services of independent living, transitions, peer counseling, information & referral, and individual & systems advocacy. Additionally, the COO and DPS will be responsible for the administration of special grant-funded programs and Connections' Housing Choice Voucher program. The DPS ensures IL programs meet all state, federal, and local compliance standards; all statements of work and program goals as outlined in grants; and captures data necessary for accurate grant reporting. DPS also ensures that the philosophy, mission, goals, and core values of Connections are maintained throughout all programs.

A typical day may include coaching and training team members, meeting with internal and external stakeholders, gathering data, and preparing reports. This position is flex-hybrid, with most of the work expected to take place in the office; however, travel within our seven-county catchment area in Northeastern Colorado will be necessary, and work-from-home will be available to ensure the efficient use of days. Connections currently works Monday through Thursday in the office. Fridays are remote for all staff.

The successful candidate must have exceptional organizational skills and be detail-oriented. They must work to manage their schedule to avoid intense pressure and recognize that sometimes external factors can create temporary pressure situations. When these situations occur, the individual must have a way of managing their resources well to continue to meet deadlines and work their way out of the pressure. Excellent interpersonal and communication skills with the ability to multitask and adapt to many communication styles are required. Bilingual candidates are given preference. A sense of levity and humor is most appreciated. *People who live with disabilities are always the most preferred applicants.*

Key Responsibilities: Reporting to the Chief Operating Officer, the Director of Programs and Services is a member of the leadership team and is directly responsible for assisting the COO with the overall management of Connections' resources, encompassing fiscal and personnel management, community relations, and funding. In addition, this position ensures that the mission and resources of Connections are maintained through proper training of staff, coordination of service delivery, documentation, and administration of activities. This position is responsible for working with persons with disabilities in setting and maintaining goals to become independent or to maintain independence. These independent living ("IL") services include individual and systems advocacy, independent living skills training, information and referral services, transitional services, and peer support to people with disabilities, their families, and the community.

Duties and Responsibilities:

Management

1. Assist the Chief Executive Officer and Chief Operating Officer in the daily operational management of all Connections programs and services. This includes maintaining morale and a collaborative culture as well as a psychologically safe work environment that embraces diversity.
2. Ensure staff development through facilitating a strong, team-oriented, and collaborative ethical approach with transparency throughout all operations, including organizational growth and development of staff resources.
3. Coordinate the daily processes for assigned services within different Connections programs, including training staff in specific areas necessary to fulfill job responsibilities.
4. Ensure agency and departmental procedures and policies are followed by staff.
5. Manage recordkeeping across multiple databases.
6. Assist the COO with the maintenance, upkeep, and compliance audit of all services and consumer files.
7. Ensure staff is trained and knowledgeable in independent living philosophy.
8. Submit required paperwork, including monthly departmental reports and performance appraisals, on a timely basis to state and federal agencies according to department and agency guidelines.
9. Facilitate staff development and provide personal guidance as necessary.

Delivery of Services to Consumers

1. Play an active role in the long-term health of Connections and its mission.
2. Help maintain a healthy team atmosphere with a philosophy of kindness.
3. Receive and respond appropriately to information and referrals in a timely manner.
4. Provide orientation to Independent Living philosophy and services to consumers.
5. Demonstrate best practices to the team.

6. Maintain knowledge on disability issues within the community to provide guidance and advocacy to consumers as needed.
7. Provide the five core Independent Living services to consumers.
8. Travel to partners, collaborators, and vendors across Northeastern Colorado may be required

Promote Disability Awareness and the Independent Living Philosophy

1. Publicize and promote the concept of Independent Living throughout the Connections service region by providing presentations to community organizations and assisting with public relations.
2. Serve on community committees, promoting active community involvement and cooperative networking regarding disability issues.
3. Identify and/or organize community interest networks to promote disability rights and advocacy.

Knowledge, Abilities and Skills

1. Education or experience in human services or a related field.
2. Ability to work independently and exercise discretion and independent judgment regarding the delivery of services and advocacy on behalf of individuals with disabilities.
3. Technological and digital adaptability and resilience.
4. Minimum three years' experience in a supervisory or management role.
5. Knowledgeable in program and operational development.
6. Knowledge of and experience in working with financial systems, including managing multiple budgets, general knowledge of accounting procedures, and financial analysis.
7. Proven skills in grants management.
8. Experience in systems advocacy.
9. Knowledge of human resource management laws, regulations, policies, procedures, and processes relating to human resource management functions is a plus
10. Ability to communicate effectively across diverse groups in a variety of formats.
11. Ability to establish and maintain effective working relationships with consumers, co-workers, the public, and service providers.
12. Knowledge of American Disabilities Act regulations is a plus.
13. Must be able to pass a background screening.
14. Reliable transportation and the ability to travel within our service region as well as statewide as necessary.

To apply: Persons with disabilities are encouraged to apply. More than 50 percent of our team has a range of disabilities and life experiences, which enhance our ability to advocate.

Candidates must submit a brief letter of interest and professional resume by email to jobs@connectionscolorado.org with the subject line "Director of Programs and Services" for consideration.

Qualified candidates will be contacted on a rolling basis. No phone calls unless as a necessary accommodation.

- Location: 1331 8th Avenue, Greeley, Colorado 80631.
- Compensation: This is a full-time exempt position. Salary range: \$63,000-\$67,000 annually. 40-hour work week. The immediate benefits package includes PTO, healthcare reimbursement, retirement matching, and a generous holiday schedule.
- The work schedule is normally Monday through Friday between 9 a.m. and 5 p.m., with occasional schedule changes as needed.
- Connections is a non-profit 501(c)(3) organization.
- Principals only, please. No recruiters.
- Do not contact Connections regarding other services, products, or commercial interests.