

## Director of Program Services

### Overview

Are you looking for an opportunity to offer hope that transforms families? Do you have a non-profit background overseeing non-profit programs to ensure mission alignment and financial success? We are seeking an energetic, innovative leader to join our dynamic executive team. This person will play a key role in ensuring we reach our goal of being the national model for support of families whose loved ones face a range of educational, developmental and mental health concerns. If you're a continuous learner and master organizer with a curious mind and a proven ability to get things done, we'd love to talk with you! This is a full-time role in Jacksonville, Florida.

### Key Responsibilities

- Analyze and develop all programs for optimal effectiveness in our offerings
- Integrate and encourage collaboration for enhanced performance
- Drive creativity, innovation and energy to the programs offered to every person we serve
- Develop and supervise program managers to ensure performance and professional growth
- Ensure budget achievement and financial success, both overall and at the individual program level
- Remain current on relevant trends, sharing learnings and reassessing/piloting programs as appropriate
- Delivering robust reporting necessary for grants and other purposes
- Serve as a key member of the leadership team

### Primary Requirements

- 5+ years of experience in successfully managing multiple departments/functions within a non-profit human services organization
- Demonstrated excellence in supervising multiple functional managers and developing their professional capabilities
- Proven track record of using technology in everyday work and to improve/streamline operations and service delivery
- Background of successfully creating or making significant changes to programs
- Experience in developing and achieving financial plans and budgets
- Expert in planning and implementing tasks and projects

### About Hope Haven:

Hope Haven's mission is to ensure that children and families realize their full potential by providing specialized services and individualized educational opportunities. We do this by servicing families with loved ones who have a wide range of needs, including developmental disabilities, learning challenges, and teen depression. Our services include psychological-educational evaluations, tutoring, assistive/adaptive technologies, independent living and employment support, counseling, an onsite elementary school, and after school and summer camp programming for those with special needs.