



## **DIRECTOR OF PROGRAM OPERATIONS**

### **Overview of HOME WORKS!**

Founded in 2007, HOME WORKS! (HW!) empowers families, schools, and communities to work together to ensure academic and lifelong success for every student. We partner with high-need schools to build their capacity to engage families and communities. We train, support, and pay teachers to more effectively engage and build relationships with families and work with schools to implement focused engagement strategies. Learn more at [www.teacherhomevisit.org](http://www.teacherhomevisit.org).

### **Position Overview**

This is an extraordinary opportunity for someone with program and talent management experience to help refine and build the capacity of a promising program. As a member of the leadership team, the Director of Program Operations (DPO) is responsible for implementing and operating the HW! school-home engagement program. Over the next three years, HW! will develop, execute, and monitor a deeper engagement program with new partner schools and teachers, while continuing our current commitment to supporting existing partner schools. The DPO must have a passion for our mission, value diversity and cross-cultural understanding, and thrive in a complex and collaborative working environment pushing change initiatives.

**Reports to:** Chief Executive Officer

**Direct Reports to DPO:** Program Leaders, Manager of Data and Monitoring, contract program evaluation team

### **Responsibilities**

#### Leadership

- Serve as a thought leader in program design, development, implementation, and evaluation strategies.
- Assess and advocate for the resources needed to meet program objectives.
- Develop and implement strategies to maximize synergies among program areas and staff.
- Cultivate existing and new relationships with school district leaders, school staff, parents, and community members.
- Pursue continuous learning opportunities to advance leadership and relevant subject matter knowledge and skills.

### Talent Management and Development

- Recruit, hire, onboard, support, coach, and terminate when necessary, program staff. Work with staff to develop objective performance measurements across all programs to ensure consistent, high-quality evaluation and goal setting.
- Instill a sense of accountability among team members by establishing clear objectives and evaluating staff based on those objectives.
- Develop and implement a system to evaluate the skill, experience, and professional development needs of program staff.
- Implement a professional development program to address employee experience and skill gaps.

### Program Monitoring and Management

- Develop standards for processes and reporting and manage program resources to achieve program goals and deliverables.
- Track program implementation at the district, school, and classroom levels to monitor implementation of and on-going adherence to the program.
- Work directly with Program Leaders (PLs) to monitor program operations and to identify and promptly address deviations from the program model, timeline, and other operational matters.
- Oversee all aspects of program training, including research of best practices, development of materials, implementation by PLs at schools, and evaluation.
- Work closely with the Manager of Data and Monitoring and external evaluation team to set and examine program objectives, including quantitative and qualitative data.
- Make course corrections and quality improvements when needed to meet program objectives.

### **Qualifications and Experience**

- B.A. required, Masters or Professional Degree preferred.
- At least 7 years of professional experience with at least 2 in team management.
- Strength in hiring, recruiting, managing, developing, coaching, and retaining individuals and teams.
- Demonstrated success developing and evaluating program models, and selecting and successfully operationalizing innovative programs.
- Demonstrated success managing a team to meet goals, objectives, and outcomes.
- Proficient in using technology as a data management and reporting tool and experience working with information technology staff to develop and implement program evaluation systems.
- Commitment to and understanding of program fidelity, data completeness and consistency, operational transparency, and phasing in of program services.
- Strong project management skills overseeing complex, multifaceted projects resulting in measurable successes.
- Experience having worked with a high-performing, collaborative, constructive peer group.
- Strong presentation skills and excellent verbal and written communication skills with exceptional attention to details.

- Ability to prioritize tasks and meet deadlines with minimal direct supervision.
- Personal qualities of integrity, credibility, and a commitment to and passion for HOME WORKS! mission.
- Experience in K-12 education preferred.

### **Work Environment**

The Director of Program Operations needs to have a flexible schedule to accommodate school schedules which will include working some late afternoons and evenings. Work may take place in the office, at schools, or remotely from home. This position requires travel in the Greater St. Louis Area.

### **Position Specifications**

- Full-time, exempt
- Salary commensurate with experience, not to exceed \$75,000
- Benefits include employer-sponsored health, dental, vision, and life insurance, paid holidays, and earned paid time off

### **Application**

To apply, send a thoughtful cover letter highlighting your strengths relative to the minimum requirements, resume, and references to: [resumes@teacherhomevisit.org](mailto:resumes@teacherhomevisit.org)