



CROSSPURPOSE

Legacy Fellowship Program Director 2024 Job Description

Scope and Position Responsibilities:

The following scope and position for the Program Director responsibilities include, but are not limited to: Lead our program team to help Denver families escape financial, spiritual and relational poverty. They are responsible for leading the Legacy Fellowship program team and for managing the day-to-day operations and all aspects of the program. They are accountable to achieve the team's annual career and community development goals and objectives.

Department: Legacy Fellowship

Supervisor: Chief Operating Officer

Direct Reports: 1-2

Indirect Reports: 0

Major Areas of Responsibility

- Program Operation Management
- Facilitate educational curriculum for wealth creation
- Strategy and planning for the Fellowship Cohorts
- Process and Data reporting according to the Project Quest format and other reporting needed
- Track and maintain case notes in Salesforce
- Develop, plan and implement coaching plans for fellows
- Maintain communication with participants and coaches on a regular basis
- Identify appropriate resources to respond to Leader's needs and make any referrals necessary to implement financial coaching plans. Provide follow-up with fellows and collateral contacts as needed.
- Identify strategic partnership opportunities with other organizations as needed
- Design, track and maintain outcomes driven initiatives
- Coordinate ally/coach involvement with the program
- Training & Professional Development
- Liaise with Director of Career Services on upskilling career development

Program Operations Responsibilities

- Aligns staff and other resources to most efficiently and effectively achieve the team's programmatic objectives
- Ensure that all program activities operate consistently within the mission and values of CrossPurpose
- Works closely with other teams and centralized departments to ensure effective programmatic coordination and communications between their site and those departments



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Performance Management Responsibilities

- Maintain a culture of performance management and continuous improvement, helping staff focus on both their individual responsibilities as well as the team and organization's overall goals
- Develop metrics for all fellows and cohorts
- Coordinate and analyze the appropriate data to inform the programmatic and operational decision-making process
- Use the existing Salesforce CRM platform to increase CrossPurpose's program efficiency, transparency, and collaborative efforts among teams and departments
- Determine staffing plans for their team to achieve program goals and objectives and participate in hiring decisions for new program staff
- Maintain and improve performance and outcome measures for skill development, employment, retention, skill track options, graduation rates, and other measures that are core to CrossPurpose's mission
- Analyze and assess program aspects based on data collected and implement corrective measures if required

Staff Training & Professional Development Responsibilities

- Meet with fellows regularly, to provide coaching, feedback, accountability, support, training, and direction to achieve program goals
- Work in conjunction with Human Resources to develop and retain highly qualified staff
- Lead and build the capabilities of a diverse, talented, and successful volunteer coaching team

Qualifications

- Bachelor's Degree in a related field of study preferred.
- Strong data management skills required; proficient in Salesforce a plus.
- Culturally appropriate background
- Proven ability to identify and work through conflict and deliver, receive and convert on growth area feedback.
- Attention to detail, high standards, initiative, and follow-through.
- Demonstrated understanding of what it takes to build a supportive, collegial work culture.
- Must be able to work creatively within a budget and use innovation to find ways of more effectively managing resources.
- 1+ years of supervision and management experience preferred.
- Proven communication skills with the ability to convey complex messages and inspire trust.



Hours, Compensation and Benefits

Hours: 40 hours/week this would include some evening hours

2024 Salary/Wage: \$90,000 - \$108,000 Annually

Performance Bonus: Up to 5% of salary

Vacation: 15 days per year, plus the office is closed Christmas Day - New Years Day and staff have limited duties

Sick Days: 6 days per year

Insurance Benefits: Health, dental, vision, workers compensation, unemployment, short term disability, long-term disability

These and other benefits are discussed in more detail in our Employee Handbook.