



## Director of Programs

### What is OnTrack WNC Financial Education & Counseling?

OnTrack WNC helps people achieve their money and housing goals so they can live their lives according to their values. We have been around since 1973 and serve 18 counties in Western North Carolina. Our values include a supportive working environment, ongoing growth and improvement, respect for our clients' wisdom, and meaningful diversity and inclusion. We have 12 employees.

### What is the position?

The **Director of Programs** is a full-time, exempt position which serves on the agency's Leadership Team. It is based out of the OnTrack WNC office in Asheville, NC. This leadership position manages a team of seven, including financial/housing educators, counselors, program coordinators, and client services staff. OnTrack is a hybrid workplace, and this role will work from the office three days per week. You will be provided with technology (laptop, etc.) to facilitate working from home two days per week, however, working from home isn't required.

### Who we're looking for:

We encourage candidates who have (or want to build) the knowledge, skills, and abilities listed below to apply for this role:

- **Knowledge** in program design and implementation.
- **Ability** to communicate and collaborate with individuals from a variety of different backgrounds and communications styles.
- **Knowledge** of effective leadership techniques and management principles.
- **Experience** gathering relevant data, analyzing problems, evaluating alternatives, and making appropriate recommendations.
- **Ability** to communicate effectively to broad audiences and stakeholders in a variety of ways (e.g. writing, public speaking, individually, etc.).

### Although not required, you may have one or more of the following:

- Experience working in an individual or group counseling environment.
- Experience with the financial principles or the housing industry.

### Why work at OnTrack WNC?

You will be supported, learn a lot, and grow professionally while working with people who care about their jobs, their coworkers, and serving our community.

The starting pay range for this position is \$60,000 - \$68,000 with compensation determined by previous experience.

OnTrack also provides significant employee benefits:

- Medical insurance (OnTrack WNC currently pays over 90% of premium; employees pay approximately \$50 per month)
- Life and Disability insurance (no cost to employee)
- 401(k) retirement plan (after one year, OnTrack WNC contribute 5% of your annual pay)
- OnTrack WNC provides 10 paid holidays per year, and you'll be eligible for 18 days of paid time off (PTO) in the first year. PTO increases with length of employment.

### **Job Description**

Foster a collaborative and generative environment that centers clients, furthers racial equity, and focuses on the strategic implementation of our agency vision, programming, organizational sustainability, and financial goals. In collaboration with program staff, other directors, and Executive Director, envision, design, develop, and implement direct service programming that centers the client, leverages staff capabilities, and meets funder commitments.

### **Job Duties**

#### **Staffing/Supervision:**

- Cultivate a team that provides high quality services to clients and the community, using tools such as collaboration, planning, problem solving, and quality improvement.
- Facilitate team meetings, individual supervisory meetings, and annual performance reviews to ensure ongoing staff support and training, programmatic updates, and on-target program performance.
- Coordinate department administrative tasks including timesheets, scheduling, and staff certifications.
- Recruit, hire, and train staff, as needed, using and evolving existing procedures.

#### **Programs and Services:**

- Monitor client demand, staff capacity, agency needs, and financial resources to create balanced and realistic service delivery plans.
- Work with the team to co-create and evolve service procedures, documents, and curriculum.
- Monitor program performance and quality regularly to ensure goals are being met and, if not, proactively address concerns internally and/or with the funder.
- Facilitate systems of programmatic data collection, reporting, analysis, and updates.
- Collaborate with Finance & Operations department staff on agency wide projects such as grant writing and progress updates, annual report, audits, accreditation, etc.
- Facilitate strategic partnerships in line with agency goals, funding, and community need.
- Support visioning, program development, staff competency, and implementation across all program areas including one-on-one counseling/coaching, group education, employer programs, and specialized programs such as SECURE and VITA.
- Obtain HUD Housing Counselor certification.

#### **As a member of Leadership Team:**

- Participate in agency strategic planning and implementation.
- Review and provide recommendations for agency financial/budget planning, new programs and outreach, and staff compensation policy and salary ranges.
- Attend meetings of the Board of Directors or Board Committees, if needed.

**Other duties as assigned.**

**Our commitments:**

OnTrack is committed to being a leader in inclusion and welcoming in the financial field, and our goal is to set the standard for others in the industry. We recognize that by continuing this work of introspection and dedication to inclusivity we will contribute to building a culture that supports the financial goals of everyone, regardless of their background.

**OnTrack's Diversity, Equity, & Inclusion Statement**

At OnTrack, our mission is to help people achieve their financial goals through education, counseling, and support. We strive to build authentic relationships with those negatively impacted by an industry which has a history of systemic discrimination of biased policies, processes, and programs. We seek to address these inequities by intentionally educating ourselves, connecting more with these impacted communities, creating impactful programs based on their needs, and monitoring outcomes to hold ourselves accountable to continue this work.

OnTrack's staff and board selection process aims to attract, retain, promote, and value diversity within the staff and board members. Our approach to diversity, equity, and inclusion values representation and accountability between employees, board members, community members, stakeholders, and partner organizations.

Our Diversity, Equity, and Inclusion statement reflects our history and current efforts. We intend for this statement to evolve as our organization grows.

**COVID-19 Policy**

Out of concern for vulnerable populations whom we serve including those who are unable to vaccinate due to health reasons and based on feedback from our staff, OnTrack WNC *strongly* encourages employees to be fully vaccinated against COVID-19 before interacting with clients or coworkers.

**Application Instructions**

**Send us your Cover Letter and Resume.** Please include these items in your cover letter:

- Let us know how you heard about the position.
- Make the connection between your job experience and for this role, specifically speaking to the knowledge, skills, and experience section.
- Describe your commitment to communities of color, racial equity, and/or experience within the Black community in North Carolina.
- Tell us why you are interested in the job.

- Include names and email addresses for 3 professional references (to be contacted only if an offer is possible).

The anticipated start date for this role is Monday, July 8<sup>th</sup>.

No phone or drop-in inquiries please.

**Submission:** Email your cover letter and resume to Emily Roth at [emilyr@ontrackwnc.org](mailto:emilyr@ontrackwnc.org) with a subject line of "Director of Programs – *Your Last Name*".

**Deadline: Friday, May 24, 2024 at 5:00 p.m.**

We look forward to hearing from you!