

**DISTRICT XI HUMAN RESOURCE COUNCIL
POSITION ANNOUNCEMENT**

- Position:** Director of Outcomes
- Schedule:** 40 hrs./week. Monday-Friday (between 8:30 a.m. – 5:00 p.m.)
- Compensation:** \$70,000/year DOE plus an excellent benefit package that includes health, vision, dental, 9.07% retirement contribution, holiday, vacation, sick time, etc.
- Closing Date:** Position is open until filled.

Job Summary:

Assists the Executive Director in the creation, implementation and supervision of strategic, multi-faceted projects and programs designed to build and strengthen the organization's role and reputation in community development and human services. The director works collaboratively within the leadership team to scale the organization and develop a performance culture at the agency to deliver measurable, cost-effective results.

Minimum Qualifications:

The following course(s) of study or class work usually provides the required knowledge, skills and abilities to perform the duties of this position: Bachelor's degree in related field from four-year college or university required. Bachelor's degree in human services/public administration or Business Administration preferred. Equivalent experience to an MPA or MBA preferred.

Required minimum qualification levels, duties, and responsibilities of this position as well as the necessary knowledge, skills, and abilities are detailed in the job description included in the application packet.

APPLICATION PROCESS:

Applications may be submitted online, by mail, or in person. The available application methods are:

1. Apply online by going to the HRC website at www.humanresourcecouncil.org under Employment Opportunities.
2. Request an application packet to be mailed or emailed to you by contacting Lina at lina@hrcxi.org.
3. Pick up an application from our main office at 1801 S. Higgins Ave, Missoula, MT 59801.

Human Resource Council is an Equal Opportunity Employer.
Reasonable accommodations are provided in the hiring process for persons with disabilities.

DISTRICT XI HUMAN RESOURCE COUNCIL, INC.

Department: Administrative	Job Description
Job Description Title: Director of Outcomes	FLSA Status: <i>Non-Exempt</i>
Accountable To: Executive Director	Full Time
Prepared By: Ruth Burke	Revision Date: 9/20/24

Job Summary:

Assists the Executive Director in the creation, implementation and supervision of strategic, multi-faceted projects and programs designed to build and strengthen the organization's role and reputation in community development and human services. This is accomplished with a mind to efficiency, effectiveness, and compliance. The director works collaboratively within the leadership team to scale the organization and develop a performance culture at the agency to deliver measurable, cost-effective results. The DO acts as Chief Executive in the absence of the Executive Director. The DO directly assists the Executive Director in providing the leadership, management and vision necessary to ensure that the agency has the proper operational controls, administrative and reporting procedures, and people systems in place to effectively advance the organization and to ensure financial strength and operating efficiency. The DO exercises independent judgment and exercises discretion regarding confidential matters.

The DO ensures operations comply with all federal, state, county, and city laws and regulations and any other applicable requirements.

The DO develops, implements and manages the programmatic operations aspects of the annual budget. The position accomplishes this through a collaboration with other Leadership Team members in respectful, constructive and energetic style, guided by DXI HRC objectives, Mission, CSBG Organizational Standards, as well as the Strategic Plan.

Supervision Received:

This position operates under broadly stated policies, goals, objectives and principles; supervised directly by the Executive Director. The incumbent has, within established policies and procedures and applicable laws, rules and regulations, broad freedom to establish work priorities and/or methods used to accomplish work.

Supervision Executed:

The DO acts as supervisor to program directors and coordinators in the absence of the Executive Director. The DO supervises other employees as assigned by the Executive Director. Responsible for ensuring appropriate staff training and education programs are provided. Carries out supervisory responsibilities in accordance with the Agency's policies and applicable laws.

Expectations:

- Report to work on time each scheduled day.
- Be courteous and treat company employees, customers and the public with respect.
- Clearly communicate questions and/or concerns to your supervisor when they arise.
- Maintain appropriate communications with supervisors and co-workers.
- Perform other duties as assigned, which require similar knowledge, skills and abilities.

Essential Duties and Responsibilities and Expectations:

- Supports the Agency's mission and philosophy and fully participates in the Agency's goal setting, objectives, initiatives, and strategic planning.
- Participates in the conceptual development of projects and programs and oversees organization, scheduling and implementation; ensures project is completed on schedule and within budget. Composes reports, memoranda and correspondence; compiles statistics and generates reports. Analyzes and clearly articulates project and program work progress, costs and scheduling.
- Plans, directs, coordinates and executes fundraising as needed for various agency projects and programs.
- Implements the recommendations of the strategic plan in conjunction with the Leadership Team.
- Provides Project Administration, oversight, coordination and leadership of HRC Departments.
- Leads the performance management process (Results Oriented Management and Accountability-ROMA) that measures and evaluates progress against goals for the organization.
- Maintains spirit of cooperation and understanding among work group members.
- Implements projects and programs with a thorough knowledge of and support of HRC's mission, vision, value statements, standards, policies and procedures, operating instructions, confidentiality standards and ethical behavior to achieve goals objectives, projects and services.
- Actively participates in conceptualizing and implementing activities that enhance the scope of HRC services to the community and individual constituents.
- Actively and effectively studies the community's needs and works to fulfill such needs.
- Identifies opportunities to support organizational initiatives and develop materials and vehicles to promote and publicize these activities.
- Evaluates operational and institutional effectiveness issues to determine whether they are in line with delivery of outstanding client service and staying current with the latest trends in community action and specific identified community needs.
- Researches and makes recommendations to management team colleagues to encourage and facilitate strong supportive relationships among various departments and locations in order to

achieve the organization's objectives and delivery of quality services.

- Monitors the annual budget in conjunction with the Director of Finance to prevent deficits or early closures of individual programs due to budget constraints.
- Identifies opportunities and priorities for new program development and advise the Executive Director of same.
- Develops staff training strategies and tools that meet cost guidelines and Agency needs.
- Models positive leadership: fosters teamwork and cultivates open collaborative communication; acts as a catalyst for change and continuous improvement; encourages other to achieve.
- Performs other related duties as assigned.

Minimum Qualifications:

Education: The following course(s) of study or class work usually provides the required knowledge, skills and abilities to perform the duties of this position:

- Bachelor's degree in related field from four-year college or university required. Bachelor's degree in human services/public administration or Business Administration preferred. Equivalent experience to an MPA or MBA preferred.

Experience: The following kinds of experience usually provide the required knowledge skills and abilities to perform the duties of this position:

- Demonstrated successful, positive experience as a manager in a community action agency preferred.
- Previous non-profit or governmental accounting experience desired.
- Experience demonstrating positive skills in public relations required.
- Experience in writing, receiving and managing grants.
- Strong positive interpersonal and communication skills required.
- Working knowledge of computerized accounting systems and spreadsheets required.
- Previous supervisory experience, managing staff in the human services area.

Skills, Knowledge & Abilities:

- Understanding of government and foundation policies, procedures and guidelines, and of business principles governing grant preparation and submissions.
- Knowledge of non-profit sector, including budgeting, grants, and service delivery is required.
- Knowledge of Community Action programs and their purpose is required but may be gained on the job.
- Knowledge of human resource management is required.
- Knowledge of performance outcomes and management is required.
- Strong problem-solving and strategic thinking skills.
- Strong communication skills for the community, public presentations, Board, and staff. Clear and Concise.
- Must have skills to manage a multi-service agency: analysis, goal setting, ability to discern overarching problems or issues and at the same time multitask,
- Valid Montana State Driver's License or ability to obtain one and insurable on company policy.

Technology Used:

Computer equipment used in computer networking, 10 key calculator, fax, copier and multi-line phone.

Physical Demands and Work Environment:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Work is performed primarily in an office setting, but client visitations and out of office meetings are required. Hand-eye coordination is necessary to operate computers, various pieces of office equipment.

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Required Employee Tools and Clothing:

Professional attire appropriate to an office setting.

Selection guidelines:

Formal application, rating of experience; oral interview and reference check; job related tests may be required.

Supervisor Signature: _____ Date _____

The above statements are intended to describe the general nature and level of work being performed by the individual assigned this position. This job description is not intended to be an exhaustive list of all responsibilities, duties and skills of the employees in those positions(s).

I have read and accept the duties and responsibilities as outlined. I have also been given the opportunity to discuss any questions or concerns regarding any or all of the above directly with my supervisor prior to signing this document. Further, I agree to notify my supervisor immediately in the event that I am unable to fulfill any or all of the duties as outlined above.

I understand that DISTRICT XI HUMAN RESOURCE COUNCIL, INC. reserves the right to revise or change this job description as the need arises.

Employee Acknowledgement and Signature

Date

Printed Name

Director of Outcomes