

Job Title	Director of Programs
Employer/ Agency	Daya empowers survivors of domestic and sexual violence with culturally specific services and educates the community to end the cycle of abuse.
Job Description	The Director of Programs provides senior leadership and oversight for Daya's two primary program areas: Client Services and Outreach & Prevention. Client Services includes advocacy, counseling, and legal advocacy; Outreach & Prevention includes community outreach, education, training, volunteer engagement, partnership development, and violence-prevention initiatives. The Director ensures that programs are survivor-centered, trauma-informed, culturally responsive, accessible, evidence-informed, compliant, and aligned with Daya's mission, strategic priorities, and funding commitments. Working closely with the Executive Director and Leadership Team, the Director translates organizational strategy into coordinated program plans, measurable goals, sustainable staffing and resource decisions, and continuous quality improvement. The Director directly supervises the Senior Director of Legal Advocacy, Counseling Manager, Advocacy Manager, and Outreach & Prevention Manager, while respecting the independent professional, ethical, and clinical responsibilities of licensed legal and counseling staff. As a member of the Leadership Team, the Director contributes to strategic planning, budgeting, risk management, policy development, grant implementation, and external partnerships. The Director represents Daya with funders, community partners, coalitions, and other stakeholders and works closely with the Director of Grants & Compliance and Controller to support accurate reporting, compliance, and responsible stewardship of resources. <u>PROGRAM LEADERSHIP & OVERSIGHT:</u> • Provide strategic and operational oversight for Client Services and Outreach & Prevention, ensuring alignment with Daya's mission, strategic plan, policies, and organizational priorities • Establish annual program goals, implementation plans, performance expectations, and cross-program priorities in collaboration with program leaders and the Executive Director • Lead coordination across advocacy, counseling, legal advocacy, and outreach and prevention to strengthen accessibility, continuity, responsiveness, and impact • Monitor program performance, service and community trends, capacity, risks, and emerging needs; recommend adjustments to staffing, workflows, services, and resources • Ensure clear program policies, procedures, referral pathways, escalation processes, and accountability systems are developed, maintained, and consistently implemented • Identify opportunities for responsible program development, improvement,

and growth based on data, community needs, evidence-informed practices, organizational capacity, and available resources

- Keep the Executive Director and Leadership Team informed of program achievements, challenges, risks, capacity concerns, and resource needs

CLIENT SERVICES QUALITY & COORDINATION:

- Oversee the quality, accessibility, consistency, and coordination of advocacy, counseling, and legal advocacy services
- Support program leaders in maintaining appropriate service models, caseload practices, supervision structures, documentation standards, referral processes, and client follow-up protocols
- Monitor service capacity, waitlists, response times, client access barriers, and service gaps and work with program leaders to implement practical solutions
- Along with the HR Manager, ensure client concerns, grievances, critical incidents, and service-quality issues are addressed promptly, consistently, and in accordance with Daya policies
- Ensure reliable coverage of Daya's helpline during established operating hours and appropriate onboarding and training of client services staff
- Oversee adherence to procedures for client financial assistance and monitor the client services budget, expenditures, and spending projections in coordination with the Advocacy Manager and Controller
- Provide strategic oversight of client workshops and support groups, including planning, staffing, accessibility, quality, and evaluation
- Maintain appropriate boundaries among advocacy, counseling, and legal functions and ensure clinical and legal decisions remain with properly qualified and licensed personnel

OUTREACH & PREVENTION OVERSIGHT:

- Provide strategic oversight for community outreach, education, training, volunteer engagement, partnership development, and violence-prevention initiatives
- Supervise and support the Outreach & Prevention Manager in developing and implementing annual strategies, workplans, target audiences, partnerships, and measurable goals
- Ensure outreach and prevention activities are culturally responsive, evidence-informed, consistent with Daya's messaging and services, and responsive to community needs
- Monitor program reach, participant feedback, referrals, partnership outcomes, volunteer engagement, and prevention impact and use findings to strengthen programming
- Ensure clear protocols and coordinated referral pathways for disclosures, safety concerns, and requests for services arising through outreach activities
- Guide development of strategic partnerships with faith communities, cultural organizations, schools, healthcare providers, social-service agencies, businesses, coalitions, and other stakeholders
- Oversee outreach and prevention budgets, staffing, grant deliverables, data, reporting, public-facing materials, and compliance in collaboration with the Outreach & Prevention Manager and relevant departments
- Conduct or support outreach events, community presentations, trainings, panels, and prevention activities as needed, particularly when leadership

representation, subject-matter expertise, or additional program coverage is required

PERSONNEL LEADERSHIP & DEVELOPMENT:

- Directly supervise, coach, and evaluate the Senior Director of Legal Advocacy, Counseling Manager, Advocacy Manager, and Outreach & Prevention Manager
- Conduct regular supervision and program leadership meetings that promote communication, accountability, collaboration, professional growth, and staff well-being
- Set clear expectations and support direct reports in managing team performance, resolving challenges, and building effective and sustainable teams
- Partner with the Executive Director and HR Manager on workforce planning, recruitment, onboarding, retention, performance management, employee relations, and succession planning for programs
- Assess training needs and support professional development, cross-training, leadership development, and reflective supervision
- Promote sustainable workloads, healthy professional boundaries, and organizational practices that recognize secondary trauma and burnout
- Ensure program managers conduct consistent supervision, maintain appropriate documentation, and address performance or conduct concerns promptly and fairly

PROGRAM PERFORMANCE, COMPLIANCE & RESOURCE STEWARDSHIP:

- In collaboration with the Director of Grants & Compliance and program leaders, develop and monitor program outputs, outcomes, quality indicators, and impact measures
- Review program data, client and participant feedback, demographic trends, and community indicators to assess effectiveness, equity, accessibility, and progress toward goals
- Ensure timely, accurate, complete, and confidential program documentation and reporting in accordance with agency policies, professional standards, and funder requirements
- Use evaluation findings to identify service gaps, guide quality improvement, strengthen resource allocation, and inform organizational decision-making
- Contribute program information and analysis for grant applications, reports, audits, monitoring visits, Board reports, and organizational communications
- Ensure program operations comply with applicable laws, regulations, contracts, grant requirements, professional standards, agency policies, and Board directives
- Collaborate with the Director of Grants & Compliance, Controller, HR Manager, and agency counsel to identify and address programmatic, legal, ethical, financial, personnel, confidentiality, and safety risks
- Partner with the Executive Director, Controller, and program leaders to develop and monitor program budgets and ensure responsible use of financial, human, technological, and material resources
- Prepare program departments for funder monitoring, audits, licensing or credentialing reviews, and other external assessments

	<u>STRATEGIC PLANNING & ORGANIZATIONAL LEADERSHIP:</u> • Partner with the Executive Director, Leadership Team, and Board to develop and implement Daya’s strategic plans and program priorities • Translate approved priorities into practical implementation plans, timelines, staffing structures, resource needs, and measures of success • Contribute to organizational continuity, succession planning, annual planning, risk management, policy development, and evaluation efforts • Participate in Leadership Team decision-making and support effective communication and coordination across departments • Provide program expertise and recommendations to the Executive Director and Board as needed <u>COMMUNITY, FUNDER & BOARD RELATIONSHIPS:</u> • Develop and maintain positive relationships with funders, partner agencies, coalitions, community leaders, professional organizations, and other stakeholders • Represent Daya in community meetings, collaborative initiatives, funder meetings, public forums, and professional networks • Identify and cultivate partnerships that strengthen referral pathways, service coordination, prevention efforts, and community access • Provide timely and accurate program updates, presentations, and recommendations to the Executive Director, Board, and Board committees, as requested • Serve as a spokesperson, trainer, or subject-matter representative for Daya when appropriate
Qualifications	• Master’s degree in social work, counseling, public administration, nonprofit management, public health, law, or a related field preferred; bachelor’s degree required • At least five years of experience in nonprofit, victim-services, human-services, or community-based programming, including at least three years supervising managers or senior-level staff, required • Bilingual proficiency in English and a South Asian language and/or significant experience working with South Asian communities strongly preferred • Demonstrated leadership experience in domestic violence, sexual assault, gender-based violence, victim services, or a closely related field • Experience overseeing multiple programs or service areas and translating organizational strategy into effective operations • Demonstrated knowledge of survivor-centered, trauma-informed, culturally responsive, and strengths-based service practices • Experience with program development, implementation, evaluation, quality improvement, performance measurement, budgets, grants, contracts, and compliance • Ability to supervise multidisciplinary leaders while respecting clinical, legal, ethical, and professional boundaries • Strong personnel-management, coaching, conflict-resolution, decision-making, and team-development skills • Excellent written, analytical, interpersonal, facilitation, presentation, and verbal communication skills

	• Demonstrated ability to build effective relationships with staff, survivors, community partners, funders, Board members, and other stakeholders • Strong judgment, discretion, and ability to manage sensitive and confidential information • Proficiency with Microsoft Office, client-data systems, reporting platforms, and other technology used to support program operations • Ability to work flexible hours, including occasional evenings and weekends, and to travel as needed
Salary/Hours	\$80,000 to \$90,000 annually, based on experience.
Contact Person	Sabrena Akenten
Email Address	sabrena@dayahouston.org
Application Method	https://forms.cloud.microsoft/r/bZjccWpABh
Opening Date	Immediately

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