



Classification Description

Job Title: Program Director, Human Services

Pay Grade: 118

Job Code: 3902

FLSA Status: Exempt

Job Purpose

The Program Director of Human Services is to serve as the program administrator of the designated associate or baccalaureate degree program within the School of Health Professions. This includes current academic programs as well as any additional academic programs that may emerge. Work includes planning, implementing, directing, and evaluation of effective and efficient instructional systems within available resources, consistent with regional and program accreditation standards, federal and state statutes, and the College mission.

General Responsibilities

Essential Functions

Provides academic and program leadership for the Social and Human Services, Youth Development and Addiction Services degrees and certificates. Responsible for multiple program tracks and residency experiential learning activities and placements.

Establishes and interprets program policies and procedures consistent with College instructional policies.

Establishes program goals and objectives in cooperation with the appropriate supervising administrator, program advisory committees, if applicable, and/or other program faculty/administrators.

Provides an effective organization through the hiring, training, evaluation, and motivation of program instructional and support employees. Develops and maintains an organizational structure that ensures effective and efficient program operations and student learning outcomes.

Provides an effective and efficient system for assessment, delivery, and evaluation of program courses; monitors the instructional delivery system and provides guidance for the improvement of instructional quality.

Provides an effective communication system within the program and with associated external agencies, community groups or other related organizations to foster the exchange of ideas, while providing opportunities for faculty and staff to participate in developing recommendations to enhance the assigned program. Holds regular advisory meetings with internal and external stakeholder.

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Prepares and recommends the program budget; monitors expenditures to maximize the utilization of available resources.

Recruits and advises students who demonstrate an interest in the program; creates and manages recruitment events as appropriate for the program.

Coordinates student learning experiences and provides guidance to students to ensure retention and student success.

Secures and maintains facilities and equipment assigned to the program.

Provides accurate and timely information for the printing and publication of class schedules, program recruitment brochures, information/application packets, and the College catalog.

Oversees all areas of program as related to best practices and relevant accreditation agencies. Compiles measurable outcomes of program effectiveness and student success.

Coordinates and participates in advisory committees, department meetings, and other ad hoc committee work, as assigned.

Organizes the pre-residencies and residencies experiences for the program students.

Teaches one (1) course per semester (Fall and Spring) in the area of expertise/credentialing, up to three (3) semester hours per course, as assigned by the supervisor.

Performs other duties as assigned.

These essential job functions are not to be construed as a complete statement of all duties performed; employees will be required to perform other job-related duties as required. An employee with a disability is encouraged to contact the Human Resources Office to evaluate the job in greater detail in order to determine if she/he can safely perform the essential functions of this job with or without reasonable accommodation.

Knowledge, Skills and Abilities

Minimum Qualifications

Master's degree from a regionally accredited institution of higher education in a discipline appropriate to the program.

Five (5) years' professional work experience in the field of Mental Health, Social Services, Human Services, Youth Development, Addiction Services or a related field.

Instructional experience or discipline-related professional development course leadership experience in a professional and/or collegiate environment.

Credentialed and/or licensed in good standing with appropriate program specific qualifications.

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Personal and educational philosophy compatible with the mission, goals, and objectives of Florida SouthWestern State College.

Demonstrated competency in computer applications.

Demonstrated experience using a personal computer, office software such as MS Office and electronic mail.

Demonstrated ability to:

- Think critically and creatively, have a high standard of integrity, and be motivated to incorporate best practices into the organizational culture.
- Exhibit a thorough knowledge of policies, procedures, and outside regulations pertaining to the position.
- Possess a working knowledge of operational and fiscal analysis techniques.
- Make presentations in front of various group sizes.
- Take initiative and independently plan, organize, coordinate and perform work in various situations where numerous and diverse demands are involved.
- Anticipate, investigate, and analyze problems and address them proactively.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships with faculty, staff, students and the public.
- Work in a fast-paced, demanding environment.
- Work independently and follow through on assignments.
- Exhibit solid organizational skills and be detail oriented.
- Work with a variety of constituencies and be willing to contribute to a team effort.
- Exercise discretion and good judgment at all times and in all contexts and maintain confidentiality.
- Work effectively with all constituencies of the College.
- Collect, organize, analyze and present information in a meaningful manner.
- Collaborate and be effective working with diverse populations.

Critical Skills/Expertise

All employees are expected to:

- Promote a common purpose consistent with stated College goals and demonstrate a commitment to students and the learning environment.
- Possess the knowledge of general written standards and procedures utilized, and have the ability to read, interpret, and follow procedural and policy manual related to the job tasks.
- Demonstrate the ability to respond to supervision, guidance and direction in a positive, receptive manner and in accordance with stated policies.
- Provide quality customer service by creating a welcoming and supportive environment.
- Present a professional image in word, action and attire.
- Demonstrate professionalism in dealing with a diverse population while understanding and respecting each other's view of the world, personalities and working styles.
- Conduct oneself in a manner consistent with the College's standards of ethical conduct.

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- Apply effective techniques to create working relationships with others to achieve common goals; successfully communicates and collaborates with others to achieve goals.
- Demonstrate skills necessary to look at situations and processes critically to make recommendations for improvement.

Work Conditions/Physical Demands/Special Conditions

Physical: Routinely requires the ability to see, hear, and speak. Routinely requires sitting, bending, stooping, walking. On occasion, incumbents may be required to lift 20 or more pounds.

Environmental: Normal general office.

Mental: Routinely requires the ability to interpret, analyze and perform critical thinking skills.

Approved: June 15, 2020. Revised: August 14, 2020, January 26, 2021, June 9, 2021, and May 19, 2022.
Revised: July 1, 2023.