Director of Programs
Boston, MA | Full-time

About Compass
Compass is an innovative, mission-driven organization that supports families with low incomes to save for their future and access greater economic opportunity. We believe in our clients and in their ability to achieve their goals and dreams. We operate high-quality financial coaching and savings programs, and pursue opportunities to shape the national approach to poverty through practice and policy change. Compass is also an emerging leader in a national effort to leverage housing assistance as a platform for economic mobility. We are looking for people who want to be part of taking our programs and our impact to the next level.

For more information, please visit us on our website, www.compassworkingcapital.org

About the Job
We are looking for a high-performing, results-oriented, and collaborative individual to lead a diverse team in our growing organization. Reporting to the Chief Program Officer, the Director of Programs acts as a leader across our coaching and program staff to ensure the delivery of our organizational goals in pursuit of our mission.

All staff at Compass embody our values

Believe in People: At Compass, we have a fundamental belief in all clients and their ability to achieve their goals and dreams. Our unique approach to coaching fosters a culture of aspiration, dignity, and hope.

Pursue Excellence: We hold ourselves to the highest professional and ethical standards in every aspect of our work, and we strive to always do better.

Go Further Together: Our team builds trust, respects each other, and acts with care and empathy. We believe in harnessing our strengths to find joy in what we do and in doing this work as a team, and to bring out the best in each other.

Primary Responsibilities

▪ Act as the leader for a diverse team of coaches, managers, and program staff to mentor, supervise, and invest in the growth of the team in service of our clients. Provide effective and inspiring leadership by developing a broad and deep knowledge of all programs and by being actively involved in all programs and services. Promote a culture of high performance and continuous improvement that values learning and excellence.
▪ Provide oversight of and be accountable for the coaching and program teams’ outcomes and performance.
▪ Meet regularly with Coaching Managers and Program Managers to receive updates on progress towards the department’s goals; listen to, understand and problem-solve challenges that arise; and ensure efficient and collaborative processes between the coaching and program teams in pursuit of our service to clients.
▪ Oversee management of coaching caseloads. Provide analysis and projections around staffing and additional resources needed to support program goals and client service delivery.
▪ Create and monitor dashboards across outcomes for coaching and programs staff. Possess a deep understanding of the data inputs and process within our Salesforce system to properly interpret the data interaction at a dashboard level. Maintain a rigorous dedication to confidentiality and data security protocols when sharing reports externally.
▪ Work collaboratively with our housing authority partners to establish and build trusting relationships. Be accountable for the delivery of reports and dashboards to our partners.
▪ Maintain advanced knowledge about the organization’s core Family Self Sufficiency (FSS) program by staying abreast of changes and updates from HUD and other housing partners.
Proactively identify enhancements to the delivery of our services. Lead the creation of a project plan and deliver on these enhancements.

Work closely with the Director of Financial Services to ensure ongoing professional development for and support of the coaching team.

Work collaboratively with other Directors in the organization on the Program Leadership Team to share best practices, identify program and organizational improvements, and communicate back to own team broader organizational program developments.

Meet regularly with Chief Program Officer to provide program and staffing updates and to identify and solve problems or inefficiencies. Provide support and input on specialized projects to Executive Team as requested.

Qualifications and Skills

Required

- 10+ years professional work experience.
- 5+ years of professional experience as a leader with a proven track record of managing and developing a high-performing team.
- Cultural humility. Openness to and respect for others’ cultures, identities, and lived experiences.
- Commitment to Compass’ mission and passion for working with families with low incomes
- Trustworthy, with strong interpersonal skills. Maturity, self-awareness, empathy, integrity, sound judgment, and ability to build strong, trusting partnerships with a diverse and growing team and with external partners.
- Excellent organizational skills. Detail-oriented with the ability to complete work accurately, efficiently, and independently.
- Proactive problem-solver. Ability to identify, anticipate, and mitigate risks.
- Excellent written and verbal communication skills, including ability to explain complex information in plain language.

Preferred

• Previous experience in the financial coaching or asset-building field.
• Previous experience or familiarity with the FSS Program or other economic mobility models for families with low incomes.

This job description is not intended to provide a comprehensive listing of all duties or responsibilities. Job duties and responsibilities may change at any time based on coaching methods and program partners.

Benefits

Healthcare: medical, dental, vision
Retirement plan 401(k) & match
Life insurance & disability insurance
Paid time off
Paid parental leave
Flexible Spending Account (FSA)
Dependent Care Flexible Spending Account
Professional development & certification
Pre-tax commuter benefits
Employee Assistance Program (EAP)
Discounted shopping and entertainment
Voluntary pet insurance and more

Additional Information

This position is based in Boston, MA. Required hours could include a combination of workday, evening, and weekend hours to accommodate the needs of our staff, partners, and clients. Occasional travel to other Compass offices (Lynn, MA) and other communities may be required as our programs grow geographically.

Compass is an equal opportunity employer and committed to hiring individuals who reflect the diversity of the communities it serves.

To apply, please submit a resume and a cover letter that outlines your interest in this role at compassworkingcapital.org/careers