



**Job Title:** Director of Alternative Payment Programs  
**Department:** CalWORKs and Subsidy  
**Reports To:** Chief Executive Officer  
**FLSA Status:** Exempt  
**Prepared Date:** June 2019

### **Primary Purpose of the Job**

The Director of Alternative Payment Programs is responsible for ensuring that the CalWORKs and Subsidy programs are implemented in accordance with the Department of Social Services, California Department of Education and Hively's mission, vision and policies. In this role, the Director of Alternative Payment Programs will lead case management operations, utilize data to enhance operational functions and assure regulations and performance standards are met.

### **Essential Duties**

- Manage staff operations to achieve program goals in compliance with contract requirements, regulations, and agency policies and procedures
- Propose, design, implement and evaluate policies and procedures as needed to assure performance and contractual goals/requirements are met. Establish priorities and set realistic completion dates
- Implement and monitor program-related government policies and legislation, and review, interpret, and disseminate within the agency relevant program and policy information
- Conduct prudent fiscal management of contracts to provide continuous improvement of services and to control expenses
- Supervise completion of procedure manuals, as well as other program documents, policies, and public information materials
- Represent program and agency at professional organizations, meetings with funding agencies, on advisory boards and committees, and at public hearings and community meetings
- Facilitate inter-departmental communication and act as liaison regarding general work and specific assignments with other departments
- Work collaboratively with the CEO and Leadership team
- Assist with client/provider conflict resolution as needed
- Perform other duties as assigned

### **Required Knowledge, Skills and Abilities**

- BA/BS or comparable degree in a related field with a minimum of 4 years' supervisor experience
- Minimum of 3-5 years' experience in a human services agency
- Ability to communicate effectively, both orally and in writing
- Ability to establish and maintain collaborative and effective working relationships with staff and the community
- Demonstrated ability to organize and set priorities and respond to changes in program needs
- Demonstrated analytical ability
- Demonstrated computer skills using MS Office Suite
- Ability to effectively plan and execute strategies

### **Preferred Knowledge, Skills and Abilities**

- Previous experience working for a non-profit
- Bilingual
- Previous experience working in a diverse work environment and with a diverse client base
- Conflict resolution skills and training

### **Physical Requirements**

- Ability to sit at a desk, conference table or in meeting rooms of various configurations for an extended amount of time
- Ability to stand for extended amounts of time
- Manual dexterity to use a telephone and computer
- Facility to hear and understand speech at normal room levels, and to hear and understand speech on the telephone
- Facility to speak in audible tones so that others may understand clearly in normal conversations and over the telephone
- Physical agility to lift and carry up to 20 pounds and to bend, stoop, walk and reach overhead
- Physical agility to push/pull, squat, twist and turn
- Mental acuity to perform the essential functions of this position in an accurate and timely fashion; to make good judgments and decisions; and to evaluate the results of decisions and judgments

Note: *This list of essential functions and physical requirements is not exhaustive and may be supplemented as necessary in accordance with the requirements of the job. Hively adheres to the provisions of ADA regarding reasonable accommodation procedures.*