
POSITION	Program Director
CLASSIFICATION	Full-time. Exempt.
SALARY RANGE	\$62,400 - \$83,200
REPORTS TO	Executive Director
LOCATION	In person at Daily Work, 105 University Avenue West, St. Paul, MN 55103
HOURS	Flexible, Monday-Thursday between 8:00 a.m. and 6:00 p.m. Fridays remote.
DIRECT REPORTS	Case Manager (1), Client Services Coordinator (1), and all interns (4-6).

About Daily Work

Daily Work partners with immigrants, refugees, asylum seekers, and others facing barriers to employment through comprehensive, relationship-based employment services. We work alongside job seekers to reduce barriers, access resources, build skills, secure quality employment, and achieve greater financial stability. Our approach is personalized, strengths-based, and grounded in the belief that meaningful work can create opportunity, choice, and belonging.

Daily Work's Commitment to Anti-Racism and Anti-Oppression

Daily Work is passionate about providing an inclusive workplace and community where everyone feels a sense of belonging. We recognize that racism and oppression are built into our society's language, systems, and practices. We actively seek to dismantle racism, challenge discriminatory actions, deconstruct power and privilege, and reduce disparities in our community. We cultivate self-awareness and practice self-reflection to co-create an environment of radical acceptance.

Why This Role Matters

Daily Work is entering an exciting period of growth and opportunity. The Program Director will help take our programming to the next level by strengthening service delivery, implementing innovative initiatives, building effective systems, and identifying new ways to meet the evolving needs of job seekers. This role offers the chance to make a meaningful impact—not only on individual lives, but on the future direction and effectiveness of an organization committed to creating pathways to employment, financial stability, and belonging.

Position Summary

The Program Director provides leadership, implementation, and continuous improvement for Daily Work's programs and services. This position directly coordinates and implements Prosperity Ready, Practice Driving, and the case management internship program, while leading evaluation and data systems and supporting other strategic initiatives. The Program Director supervises staff, interns, and volunteers; ensures high-quality service delivery; strengthens organizational learning and evaluation practices; and serves as a key thought partner in advancing Daily Work's mission and goals.

Key Responsibilities

Program Leadership & Operations (25%)

- Oversee and manage all programs to ensure services are delivered effectively, efficiently, and in alignment with Daily Work's mission, values, and strategic priorities.
- Monitor program performance and implement improvements to strengthen participant outcomes and operational effectiveness.
- Recruit, train, and support program participants and volunteers for assigned initiatives.

- Facilitate groups, workshops, and activities that support program goals.
- Coordinate the TECI and MicroGrant distribution, including application review, tracking, follow-up, reporting, and participant communication.
- Oversee management of program resources, including waiting lists, transportation supports, technology resources, and other participant assistance programs.
- Build and maintain productive relationships with volunteers, community partners, employers, and other stakeholders.

Staff Supervision & Professional Development (40%)

- Supervise the Case Manager, Client Services Coordinator, student interns, and program-focused volunteers to ensure high-quality, ethical, and culturally responsive services.
- Lead onboarding, training, and ongoing professional development efforts for program staff, interns, and volunteers.
- Develop and maintain training curricula, orientation materials, and learning resources.
- Provide individual and group supervision, coaching, support, and performance feedback.
- Coordinate all aspects of the social work internship program, including relationships with universities, field liaisons, student learning plans, evaluations, and required documentation.
- Ensure students meet supervision, internship-hour, and educational requirements.
- Develop and facilitate engaging learning opportunities that help students apply social work competencies, ethical principles, theories, and practice models through reflective supervision, case presentations, role plays, documentation review, and discussion of practice challenges, cultural responsiveness, and professional development.
- Foster a culture of learning, responsibility, collaboration, and continuous improvement.

Evaluation, Data & Reporting (20%)

- Lead implementation and continuous improvement of Daily Work's evaluation framework.
- Establish and communicate data collection, documentation, and reporting expectations.
- Monitor data quality and compliance with recordkeeping standards and provide training and support to staff as needed.
- Analyze program data and outcomes to inform decision-making, strengthen services, and demonstrate impact.
- Administer participant satisfaction surveys and implement strategies to improve response rates and learning.
- Regularly prepare reports, dashboards, presentations, and other materials for leadership, funders, the Board of Directors, and internal and external stakeholders.
- Support grant applications, reporting, and outcome measurement activities.

Organizational Leadership & Collaboration (15%)

- Serve as a key thought partner in identifying opportunities, solving challenges, and advancing organizational priorities.
- Participate in staff meetings, planning sessions, and other organizational activities.
- Contribute to a positive, inclusive, culturally responsive workplace and maintain strong working relationships with all stakeholders.
- Support organizational development activities such as grant writing, communications, advocacy initiatives, and special projects.
- Be available for occasional evening and weekend hours for special events or meetings, as needed.
- Maintain applicable professional licensure and continuing education requirements.
- Perform other duties as assigned.

Required Knowledge, Skills and Abilities

- MSW and MN Board of Social Work licensure at the graduate (LGSW), independent (LISW), clinical (LICSW) level and a minimum of two years of post-degree social work practice experience,.
- Five or more years of progressive leadership experience, including supervision, coaching, performance management, and professional development of staff, interns, and/or volunteers.
- Five or more years of experience working in nonprofit, human services, or community-based organizations serving individuals and families facing economic, social, cultural, or systemic barriers.

Preferred Qualifications

- Experience providing direct service to individuals through case management, employment support, coaching, navigation, or related human services work.
- Familiarity with the challenges and opportunities faced by immigrants and refugees, people with low incomes, Black and Indigenous people, other People of Color, and other marginalized communities.
- Ability to build strong relationships, communicate openly and effectively, and lead with empathy and professionalism, particularly in complex or emotionally charged situations.
- Fluency in English and another language, especially Amharic, Oromo, Dari, Pashto, or Arabic.
- Demonstrated commitment to diversity, equity, inclusion, and accessibility.
- Exceptionally strong reasoning, communication, and organizational skills.
- Valid driver's license, reliable transportation, and a driving record that meets Daily Work and insurance eligibility requirements.
- Strong computer skills, including proficiency with Microsoft Office, Google Workspace, and cloud-based data management and collaboration tools.

Physical Requirements Necessary to Perform this Job

Incumbent must be able to:

- Sit or stand for extended periods while providing supervision, conducting meetings, or working at a computer.
- Communicate clearly, both verbally and in writing, to provide guidance, feedback, and training to staff, interns, and volunteers.
- Observe, review, and evaluate written and recorded materials, including case notes, presentations, and process recordings.
- Travel locally to academic institutions, partner sites, and other locations as needed.
- Occasionally lift or carry materials, equipment, or documents weighing up to 10 pounds.
- Operate office equipment such as: computers, printers, telephones, and audiovisual tools.

Tools and Equipment Used

- Computer (desktop or laptop) with Microsoft Office Suite, Google Suite, Zoom, and other software programs for documentation, training, and presentations.
- Ability and willingness to use a personal mobile phone to access Daily Work's cloud-based phone system (softphone) for work-related communication.
- Office supplies such as pens, paper, and filing tools.
- Audiovisual equipment for training sessions, including projectors, cameras, and recording devices as applicable.
- Transportation (personal vehicle) for travel to field sites, universities, and partner locations.
- Work Environment/Physical Requirements Necessary to Perform this Job

Employee Initials _____

Work Environment

- Primarily an indoor office environment, with flexibility for remote work as determined by supervisor.
- Interaction with diverse populations, including staff, interns, volunteers, and job seekers, requiring sensitivity to cultural, socioeconomic, and linguistic differences.
- Occasional travel to external sites such as universities, partner organizations, or community locations.
- The role requires adaptability to a dynamic work environment with shifting priorities, collaborative team settings, and periodic high-intensity periods related to student supervision and program deadlines.

Pay Transparency

The salary range provided represents the estimated starting pay for this role. If multiple job levels exist, the range reflects the minimum and maximum for this level. Actual starting pay will be determined based on experience, education, market conditions, location, and other lawful job-related factors. Additional compensation, including bonuses or premiums, may apply. Eligible employees receive other benefits as described in the employee handbook.

Affirmative Action Plan/Equal Employment Opportunity Statement

Daily Work is committed to providing equal employment opportunities to all employees and applicants. Employment decisions are made without regard to race, color, age, religion, sex, pregnancy, marital status, familial status, disability, national origin, sexual orientation, gender identity and gender expression, veteran status, public assistance status, or participation in a local human rights commission. We comply with all applicable federal, state, and local nondiscrimination laws.

All employment decisions, including recruitment, hiring, promotions, salary, benefits, transfers, corrective actions, layoffs, termination, and training, are based on an individual's qualifications, abilities, and past performance.

If you believe an employment decision violates this commitment, please contact Julie Hoff, executive director. If you do not feel comfortable contacting Julie Hoff, please contact the Daily Work Board Chair. Their email can be found on their profile on the Daily Work website. All complaints will be thoroughly investigated, and retaliation against anyone filing a good-faith complaint is strictly prohibited. For more information, see the Daily Work Workplace Harassment Policy.

I acknowledge that I have read, understand and agree with the contents of this position description. I agree to use my best efforts to fulfill all expectations of the position. I also acknowledge that I am an at-will employee. This job description does not necessarily list all the functions or accountabilities of the job. Employees may be asked by management to perform additional duties and tasks. Management reserves the right to revise and update job descriptions at any time.

Employee Signature _____ **Date** _____

Daily Work Executive Director _____ **Date** _____