
POSITION	Director of Programs and Impact
CLASSIFICATION	Full-time. Exempt.
SALARY RANGE	\$63,440 - \$79,040
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), AmeriCorps Housing Navigators (2), and task supervisor for all interns (4-6).

About Daily Work

Quality employment is foundational to financial stability, well-being, and greater choice in life. Yet finding and sustaining meaningful work often depends on much more than a résumé or job application.

Daily Work partners with immigrants, refugees, asylum seekers, and others facing barriers to employment through comprehensive, relationship-based services that address both employment goals and the challenges that can stand in the way. Our personalized, strengths-based approach recognizes that every person's path is different. We work alongside job seekers to build skills, access resources, reduce barriers, secure quality employment, and create greater stability and opportunity over time.

Why Daily Work?

Daily Work offers the chance to do meaningful work as part of a small, but growing, mission-driven team that values relationships, curiosity, shared problem-solving, and continuous learning. Because we are supported primarily by individuals and private foundations, we strive to be nimble, creative, and responsive in how we advance our mission.

Daily Work invests in benefits that support our employees and align with our mission. Benefits include:

- Medical, dental, and vision insurance
- SIMPLE IRA retirement plan with a **3% employer match**
- Generous paid time off and holiday pay
- Ongoing training and professional development

Why This Role Matters

Daily Work is at the beginning of 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 for the design, delivery, evaluation, and continuous improvement of Daily Work's programs and services. This position combines strong program and people leadership with expertise in evaluation, ensuring Daily Work collects meaningful data,

measures outcomes and impact, and uses what we learn to continually strengthen services. The Program Director supervises staff and interns; supports volunteers; leads key program initiatives; strengthens systems and standards of practice; and serves as a key thought partner in advancing Daily Work's programs and impact.

Key Responsibilities

Program Leadership & Operations (30%)

- 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.
- Meet directly with clients as needed to support service delivery, address complex situations, and ensure continuity of care.
- 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 (30%)

- Supervise the Case Manager, Client Services Coordinator, AmeriCorps Housing Navigator(s), student interns, and support 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 task supervision to social work interns, coaching, support, and performance feedback.
- Assist with the social work internship program as needed, including supporting individual and group supervision needs.
- In conjunction with the field supervisor, ensure students meet supervision, internship-hour, and educational requirements.
- Foster a culture of learning, responsibility, collaboration, and continuous improvement.

Evaluation, Data & Reporting (25%)

- 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, group supervision, 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.

Preferred Knowledge, Skills and Abilities

- At least five years of relevant professional experience and progressive leadership in nonprofit program development, human services, workforce development, social work, case management and/or direct service, or a related field.
- Master's degree in social work (MSW) or a related field.
- Experience supervising, coaching, and developing staff, interns, volunteers, or other professionals.
- Experience with program development, implementation, evaluation, and continuous improvement.
- 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.
- Strong organizational skills and the ability to develop practical systems and processes.
- Ability to use data, feedback, and observation to identify opportunities for improvement and inform decisions.
- Ability to manage multiple priorities while maintaining attention to both people and details.
- Strong communication, collaboration, and relationship-building skills.
- Commitment to culturally responsive, strengths-based, and participant-centered practice.
- Curiosity, flexibility, transparency, and a steady, thoughtful presence.
- Fluency in English and another language, especially Amharic, Oromo, Dari, Pashto, or Arabic.
- Demonstrated commitment to diversity, equity, inclusion, and accessibility.
- Valid driver's license, reliable transportation, and a driving record that meets Daily Work and insurance eligibility requirements.
- Strong computer skills; proficiency in Microsoft Office, Google Workspace, and cloud-based data management and collaboration tools.

This job description is intended to provide information essential to understanding the scope of the Program Director position. It is not intended to be an exhaustive list of all duties, responsibilities, skills, qualifications, or working conditions associated with the position. Duties and responsibilities may be modified as organizational needs evolve.

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.

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.
- Willingness to use a personal cell phone to access Daily Work's softphone app for work-related calls and messages

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 _____