

Director of Program Operations

Reports to: Executive Director

Status: Full-time, Exempt

Location: Brevard, NC (with travel to Rosman and off-site locations)

About The Family Place

The Family Place of Transylvania County is a family resource center committed to strengthening families through education, play, crisis support, and peer connections. We serve families with children ages 0–15, offering programs at no cost that foster resilience, positive parenting, and child development.

Overview

The Director of Program Operations is a senior leadership position responsible for the strategic oversight, operational management, and program growth of The Family Place of Transylvania County. This role ensures the organization's programs achieve measurable outcomes, comply with grant requirements, and operate efficiently. The Director supervises program and volunteer staff, supports curriculum development, oversees budgets, and guides program expansion, while holding the staff accountable to manage day-to-day program delivery.

Key Responsibilities

Strategic Program Leadership

- Provide executive oversight for all programs, including parenting classes, peer support groups, playgroups, , and resource distribution.
- Manage oversight
- Develop and implement strategies to expand program offerings, reach more families in Transylvania County, and meet the current needs of families in the County and surrounding areas
- Ensure all programs are aligned with organizational mission, strategic goals, and grant requirements.
- Work with program staff to develop high-quality curriculum and program plans; approve final plans and monitor implementation.
- Monitor program effectiveness through data collection, reporting, and outcome analysis, ensuring results are measurable and impactful.

Financial & Business Oversight

- Lead program budgeting and financial planning in collaboration with the Executive Director.
- Monitor program expenses and ensure fiscal responsibility while maximizing resources and impact.
- Evaluate financial and operational performance of programs, making adjustments to support efficiency and sustainability.

Grant Compliance & Reporting

- Ensure all programs meet grant requirements and contractual obligations.
- Oversee accurate tracking and documentation of outcomes, milestones, and performance metrics.
- Provide programmatic data, reports, and impact stories to support funders, donors, and the Board.

Staff Supervision & Leadership

- Supervise program staff, coordinators, facilitators, and the Volunteer and Special Events Manager, fostering a high-functioning, accountable team.
- Develop staff to grow in their leadership capacity to manage day-to-day program operations and curriculum execution.
- Establish clear expectations, performance goals, and professional development plans for program and volunteer teams and holding Staff accountable when such expectations, goals and plans are not met.
- Ensure volunteers effectively support program delivery, special events, childcare coverage, and outreach activities.

Operational Oversight

- Provide guidance and hold Staff accountable on operational policies and procedures to ensure quality, safety, and consistency across sites.
- Support strategic planning and operational decision-making as a key member of the leadership team.
- Serve as a high-level problem solver for organizational, volunteer, and programmatic challenges.

Community & Stakeholder Engagement

- Maintain relationships with community partners, schools, and service agencies to advance organizational and programming impact.
- Represent The Family Place in community coalitions, collaborative initiatives, and public forums.
- Partner with development staff to support fundraising, outreach, and volunteer engagement through program insights and outcomes.

Preferred Qualifications

- Bachelor's degree in business, Nonprofit Management, Human Services, Education, or related field; Master's Degree would be beneficial
 - Minimum 5–7 years of senior leadership experience in nonprofit program management, operations, or business administration.
 - Strong financial acumen with experience creating and managing budgets, analyzing financial performance, and aligning resources with strategic priorities.
 - Proven track record of overseeing program development, curriculum design, and outcome measurement.
 - Experience with grant management and reporting for public and private funders.
 - Demonstrated ability to lead, inspire, and manage staff and volunteers effectively.
 - Exceptional organizational, communication, and strategic planning skills.
 - Commitment to trauma-informed, family-centered approaches.
 - Working knowledge of various systems, including but not limited to QuickBooks Online, Workforce, Volgistics, One Tap, Wix, and Microsoft Suites.
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Work Environment

- Location and Travel: Primary office is at the Brevard site, with regular visits to the Rosman location to support staff and program growth, generally at least once per week. The Family Place has shared office space.
 - Occasional evenings or weekends for programming, leadership meetings, fundraising, or special events.
 - Focus on leadership, strategy, and oversight, with minimal day-to-day operational involvement.
 - Occasional travel may be required for off-site programming, training, conferences, and donor presentations.
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Compensation

- **Salary Range:** \$60,000 – \$65,000 (commensurate with experience)
 - Benefits include paid time off, holidays, and professional development opportunities.
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