



The Kitchen, Inc.

Job Title: Director of Compliance and Programs	Department: Administration	Supervisor: Chief Executive Officer
Supervisory Responsibility: Yes, 5 or more	FLSA Status: Exempt	Pay Rate: Commensurate with experience

Our Mission:

We bring stability and purpose to people who are homeless using our Values of Respect, Dignity, Quality, Service, and Compassion.

Summary:

This is a pivotal role in managing participant-related programs while ensuring adherence to accreditation, federal, and state regulations. It will oversee program performance, operations, and grant funding, ensuring alignment with TKI's mission and vision as approved by the Chief Executive Officer and Board of Trustees.

Supervisory Responsibility:

Directly supervises five or more employees, adhering to organizational policies and applicable laws. Responsibilities include hiring, training, appraising performance, and resolving issues to maintain a positive work environment.

Major Areas of Responsibility:

- Oversee the performance and implementation of TKI programs/services.
- Demonstrate fiscal responsibility across all assignments.
- Ensure compliance with internal/accreditation standards and government regulations.
- Provide leadership to Program Coordinators to achieve organizational goals, fostering a culture of excellence, collaboration, and accountability.
- Maintain accreditation standards and monitor regulatory changes.
- Monitor federal funding and anticipate regulatory trends affecting TKI.
- Facilitate communication and change management initiatives for organizational improvement.

Specific Job Responsibilities:

- Provide regular updates and collaborate with the CEO on major decisions.
- Serve as the primary point of contact for regulatory agencies and oversee all compliance-related communications and interactions.
- Supervise Program Coordinators to ensure program effectiveness,
- Manage Compliance and Program Coordinator in grant preparation, submission, and performance.
- Lead Program Coordinators to ensure grant compliance and service quality.
- Manage program budgets and expenditures, reconciling expenses with accounting.
- Formulate and implement policies addressing federal, state, and grant regulations.
- Oversee HMIS reporting for data accuracy and compliance.
- Monitor compliance with federal grants per Code of Federal Regulations.
- Prepare TKI for audits and oversee Corrective Action Plans if needed.
- Collaborate with other Directors as required.
- Develop and utilize performance measures for management and Board updates.
- Conduct internal audits and present findings to relevant stakeholders.
- Monitor Critical Incidents Reports for trends and implement necessary actions.
- Participate in external meetings such as the Continuum of Care.
- Oversee Performance Quality Improvement meetings and participate in internal committees.
- Perform other duties as assigned.



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Competencies:

- Change Management - Develops workable implementation plans; communicates changes effectively; builds commitment and overcomes resistance; prepares and supports those affected by change; monitors transition and evaluates results.
- Communication - Expresses ideas and thoughts verbally; expresses ideas and thoughts in written form; exhibits good listening and comprehension; keeps others adequately informed; selects and uses appropriate communication methods.
- Strategic Thinking - Develops strategies to achieve organizational goals; understands organization's strengths and weaknesses; analyzes market and competition; identifies external threats and opportunities; adapts strategy to changing conditions.
- Job Knowledge - Competent in required job skills and knowledge; exhibits ability to learn and apply new skills; keeps abreast of current developments; requires minimal supervision; displays understanding of how job relates to others; uses resources wisely; provides the lead in following policies and procedures; supports organization's goals and values.
- Problem Solving - Identifies and resolves problems in a timely manner, gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics.
- Quality – Demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; monitors own work to ensure quality.

Job Requirements:

- Must pass background check and pre-employment drug screen.
- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the public.
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- To perform this job successfully, an individual should have knowledge of Database software, Spreadsheet software and Word Processing software.

Education and Experience:

- Bachelor's degree from four-year college or university with one to two years' experience in compliance and program management.

Physical Demands:

While performing the responsibilities of the job, the employee is required to talk and hear. The employee is often required to sit and use their hands and fingers, to handle or feel. The employee is often required to stand, walk, reach with arms and hands, climb or balance, and to stoop, kneel or carry items. Vision abilities required by this job include close vision.

Signature

Print Name

Date