



JOB DESCRIPTION

Director of Programs

Reports To: Executive Director

Location: McKinney, TX.

Job Type: Full-Time, Exempt

Pay Schedule: Pay period is every two weeks

Benefits: Health Insurance, Dental Insurance & Vision Insurance available.

ORGANIZATION OVERVIEW

Hugs Café, Inc. is a nonprofit organization dedicated to enhancing the lives of adults with special needs through training, employment, and meaningful engagement. Our programs—Hugs Café, Hugs Greenhouse, Hugs Training Academy, and Hugs Home Cooking—serve as platforms to empower individuals, foster community, and promote independence through hands-on learning and employment opportunities.

POSITION OVERVIEW

The Director of Programs is a senior leadership role responsible for the management and oversight of all organizational programs, ensuring alignment with Hugs Café, Inc.'s mission, vision, and strategic goals. This role encompasses program oversight, operational excellence, and financial management. The Director of Programs ensures the success and growth of each program while cultivating a collaborative and supportive environment for all. They will serve on the executive team of Hugs Cafe Inc to ensure alignment with organizational goals.

KEY RESPONSIBILITIES

Program Management and Oversight

- Direct the operations of all programs:
 - Hugs Café
 - Hugs Greenhouse
 - Hugs Training Academy
 - Hugs Home Cooking

- Hugs Cafe at Meadows
- Develop and implement program policies and procedures to enhance effectiveness and alignment with organizational goals.
- Monitor program performance through data collection, assessments, and regular reviews; provide recommendations for continuous improvement, ensuring high-quality delivery and sustainable practices.
- Oversee program budgets, ensuring fiscal responsibility and alignment with financial goals.
- Serve as a key leader for the Hugs Cafe at Meadows launch, overseeing construction, staffing, training, and operational rollout.
- Collaborate with the Executive Director and leadership team to establish and implement organizational and program-specific strategic goals.
- Lead quarterly and annual program evaluations, identifying opportunities for innovation and growth.
- Develop and manage operational plans that align with the organization's long-term vision.

Staff and Volunteer Management

- Supervise and mentor program staff, including direct reports:
 - Café GM
 - Greenhouse Manager
 - Training Academy Manager
 - Hugs Cafe at Meadows GM
- Oversee the hiring, training, and development of staff to foster a culture of professionalism, collaboration, and growth.
- Conduct regular performance reviews and support staff development goals.
- Collaborate with the Community Engagement Manager to recruit, train, and steward a robust volunteer base.

Additional Responsibilities

- Assist with annual fundraising events (ex: Hugs Gala), including planning and execution.
- Provide reports and data to support grant applications, impact assessments, and stakeholder communications.
- Adapt programs to meet the needs of participants with varying abilities, ensuring inclusivity and accessibility.
- Represent the organization at community events, networking opportunities, and meetings to raise awareness and build support for programs.
- Partner with the Marketing and Development team to provide data, content, and impact stories for fundraising, impact reports, and outreach efforts.
- Ensure all programs adhere to local, state, and federal regulations, including labor laws, safety standards, and nonprofit compliance requirements.
- Regular participation in staff meetings and collaboration with the Executive Director and leadership team.

WORK EXPECTATIONS

- Work hours: minimum 40 hrs. week; occasional nights and weekends for events
- Consistently display the personal qualities of integrity and credibility with a commitment to and passion for the Hugs Cafe Inc mission
- Acts with reasonable care and diligence regarding the best interests of Hugs Cafe Inc
- Represent Hugs Cafe Inc in a professional and dignified manner at all times

QUALIFICATIONS & COMPETENCIES

Required:

- At least 5 years of experience in management, with at least 3 years in a senior leadership role overseeing multiple programs or initiatives
- Experience in developing, managing, and reporting on program budgets
- Ability to keep program costs in line with budget expectations
- Ability to manage complex projects, meet deadlines, and handle multiple tasks at once while maintaining attention to detail
- Ability to maintain accurate records
- Ability to collect and analyze program data, tracking performance metrics, and understanding key indicators of success

Preferred:

- Bachelor's degree or higher in a field related to business, finance, nonprofit administration, or applicable experience
- Experience working in the disability community

Other Knowledge, Skills or Ability:

- Strong organizational skills, ensuring that both short-term and long-term goals are met
- Ability to anticipate challenges and risks to program success and develop contingency plans
- Skilled in reporting to board members, funders, and other stakeholders on program progress, challenges, and outcomes
- Familiarity with program management software, data tracking tools, and CRM systems, particularly in a nonprofit context
- Skills in managing and resolving conflicts within the team or with stakeholders

PHYSICAL DEMANDS

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.
- The employee must frequently lift and/or move up to 25 pounds. The employee is frequently required to stand and walk. The employee is occasionally required to climb or balance and stoop, kneel, crouch, or crawl.
- **Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.**

This job description should not be construed to imply that these requirements are the exclusive standards of the position. Incumbent will follow any other instructions, and perform any other related duties, as may be required of the supervisor.