



# Mosaic Counseling

Where you are seen, heard, valued, and connected

Job Description:	<b>Director of Programs</b>
Reports To:	Executive Director
Compensation:	\$75,000
Hours:	Full-Time Exempt; includes evening and weekend hours.
Location:	Grand Haven, MI office location; serving Kent and Ottawa counties.

Mosaic Counseling is a 501©3 nonprofit agency that has provided vital mental health services to the community since 1978. ***Mosaic Counseling serves the mental health needs of a community through accessible, affordable, professional counseling, by connecting individuals to personalized support in their time of need.***

Mosaic Counseling is continuously growing, and the work environment is fast paced. Candidates need the ability and desire to navigate and thrive in such an environment. There are a variety of daily tasks, but the main focus of this position is to manage the quality and enhancement of mission-supporting programs.

**The ideal candidate will, primarily, believe in and be passionate about the mission of Mosaic Counseling.** This passion is imperative to successfully advocate for the essential mental health services that Mosaic provides.

We would like to hear from you if you:

- are passionate about the mission of Mosaic.
- can contribute to a positive work culture.
- conduct yourself in a positive and collaborative manner.
- are driven and goals oriented (measurable).
- are an initiative-taker and strive to be creative and think outside the box.
- are able to multi-task on a variety of projects AND meet deadlines.
- are a relationship builder and always looking for opportunities to advance the mission of Mosaic.
- have a passion for leading people to individual and organizational success through their performance.
- pay attention to details and pride yourself on accuracy.
- have a proven ability to plan and follow through.
- are punctual to the office and meetings.
- work with an urgency that matches the growing need for the accessible and affordable mental health services that Mosaic Counseling provides.
- have integrity and the ability to maintain a high degree of trust and confidentiality.
- are committed to diversity, equity, and inclusion.

### Essential Duties and Responsibilities:

- Oversee the strategic development and management of the School Outreach Program and School Outreach Coordinator.
- Oversee the management of client counseling services and client services staff.
- Develop best practices and Key Performance Indicators (KPIs) for each program.
- Coach program staff in achieving organizational and job-specific goals.
- Appropriately manage monetary and other resources allocated to programs.
- Resolve program-related concerns and communicate with all parties involved including staff, therapists, clients, and other community partners.
- Manage the recruitment and onboarding of panel therapists.
- Cultivate relationships with community partners and pursue mutually beneficial collaborations.
- Provide presentations to the community on mental health related topics.
- Collaborate with leadership to ensure the success of mission-related initiatives.

### Qualifications:

- Advanced Degree in Business, Psychology, Social Work, Education, or similar field.
- Three to five years of speaking experience.
- Minimum of five years' experience in leading programs and staff.
- Excellent oral and written communication.
- Computer proficiency in Office 365 and presentation software such as Canva or PowerPoint.
- Excellent proficiency in organizational and planning skills.
- Ability to work independently and collaboratively as appropriate.
- Experience in or familiarity with nonprofits.

### Physical Demands and Work Environment

This position is a 40+ hour exempt position at Mosaic's main office in Grand Haven, MI. The physical demands are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodation may be made to enable individuals with disabilities to perform the functions.

- Ability to work in an office environment requiring standing, sitting, keyboarding and movement around the facility.
- Ability to travel and attend off-site meetings and events.

*Mosaic Counseling is an equal opportunity employer. We will not discriminate and will take affirmative action measures to ensure against discrimination in employment, recruitment, advertisements for employment, compensation, termination, upgrading, promotions, and other conditions of employment against any employee or job applicant on the basis of race, color, gender, national origin, age, religion, creed, disability, veteran's status, sexual orientation, gender identity or gender expression.*