

## POSITION DESCRIPTION

<b>Title:</b>	Director of Programs
<b>Reports To:</b>	Executive Director
<b>Supervises:</b>	Associate Directors (Programs), Executive Assistant, Office Assistant
<b>Grade Level:</b>	14
<b>Al-Anon Membership:</b>	7-10 Years

**Job Brief:** Envisioning, implementing, improving, and eliminating WSO programs to best serve the needs of the Al-Anon Family Groups fellowship, and fulfill the Al-Anon Family Group Headquarters, Inc. (AFG, Inc.) Strategic Plan Strategies. Articulating a consistent message of hope through Al-Anon's Conference Approved Literature and publications. Attracting new members by cultivating strong relationships with Alcoholics Anonymous (A.A.) and the professionals who serve families affected by the disease of alcoholism. Establishing programs to attract underrepresented populations in the Al-Anon fellowship.

### **Leadership/Management Responsibilities:**

- As a member of the Strategic Leadership Team, contributes ideas and plans for improving Al-Anon membership experience and attracting new members; collaborates on development, presentation, and delivery of annual Strategic Plan Strategies; and establishes the aspirational values for the WSO
- Demonstrates and conveys dedication to applying Al-Anon Legacies and principles in organizational and Staff matters and models the core values of the WSO
- Leads the successful delivery—fellowship needs assessment, creation, evaluation, and recommendation for elimination—of WSO programs and services, including CAL and magazine content development
- Inspires Programs Department Staff members to strengthen unity through their generous, understanding, and efficient responses to fellowship needs—answering correspondence and communications, encouraging groups and national structures abroad, developing new Conference Approved Literature, and hosting WSC Structure Conferences and International Conventions
- Fosters interdependence amongst Department Staff members and their partners in other World Service Office (WSO) Departments and the WSO Volunteers
- Collaborates with Human Resources to define and implement professional development programs to address Staff experience and skill gaps
- As a member of the Directors' Team, fosters success of WSO operations, addresses crisis situations, and safeguards the interests of WSO Staff
- Participates as a member of the Job Evaluation Committee, Staff Management Team, Staff Policy Implementation Round Table, and other work teams as assigned

- Serves as a voting member of the International Coordination Committee, Conference Leadership Team, Policy Committee, and the World Service Conference\*

**Specific Duties & Responsibilities:**

- Establishes annual priorities and goals consistent with the Board approved Strategic and Operational project priorities for each Team within the Programs Department and meets regularly with Associate Directors to evaluate progress against timelines, facilitate issue resolution, and ensure successful execution
- Builds and maintains relationships within the A.A. General Service Office (GSO) and encourages Department Staff to connect regularly with their A.A. GSO counterparts
- Coaches Department Staff on how to strengthen unity while maintaining boundaries when responding to the needs of the members, groups, service arms, and the General Service Offices who serve the members/groups in their structures
- Collaborates with Department Staff and the International Coordination Committee Coordination to perpetuate the growth and development of Al-Anon worldwide
- Oversees development and implementation of annual plans for engaging professionals, national governmental agencies, and private organizations to generate goodwill and increase recognition of Al-Anon as the universally available, effective, and sustainable resource of recovery for those affected by the family disease of alcoholism
- Understands the competitive landscape—specifically how other organizations successfully attract populations underrepresented in Al-Anon—and oversees plans to improve or create programs or service tools to attract these newcomers
- Ensures CAL, magazines, and digital content articulates a consistent, clear message of hope for the families and friends of alcoholics
- Identifies the need for new service tools to support the fellowship
- Oversees preservation and appreciation of Al-Anon Family Group history, through Staff expansion and organization of WSO onsite and digital archives, collaboration with archives coordinators that increases visibility and member interest in history, timely responses to member archives queries, and implementation of Al-Anon’s policy of cooperation with researchers
- Supports Department Staff in determining the needs of members and guests attending WSO-hosted events, such as the World Service Conference and International Conventions, and ensures successful planning and development of the Al-Anon program at these events
- Maintains and leads an educational program for all WSO Staff Conference members to improve Staff knowledge of Al-Anon’s Twelve Traditions and Concepts and their applicability to the AFG, Inc. mission and WSO daily work
- Represents, and assigns Staff to represent, the WSO and AFG, Inc. at WSC Structure and international events, including Board outreach and Area meetings, Zonal meetings, and the International Al-Anon General Services Meeting
- Serves as the cross-organization escalation point for fellowship concerns, resolving these through direct, thoughtful, loving communication whenever feasible and appropriate

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\* May serve as Staff member assigned to the Executive Committee on a rotating basis and/or Policy Committee Secretary Designee depending on Policy Committee Recording Secretary assignment

- In consultation with Human Resources and the Executive Director, reimagines positions to meet current organizational and strategic needs when vacancies occur; interviews and selects well-qualified Staff members who demonstrate WSO core values
- Contributes content, including writing articles, preparing presentations, and creating training videos, for internal and external audiences
- Coordinates, reviews, and edits Department contributions to weekly Directors' Reports to the Executive Committee and the WSO Annual Report; recommends improvements
- Answers questions and provides updates for the Programs Department during the Directors' Report agenda item at the Executive Committee meeting
- Facilitates creation of the annual Programs Department budget in accordance with Finance & Operations timelines and directions; reviews and provides feedback on overall WSO budget; and manages Department projects to ensure adherence
- Leads strategic projects as appropriate

### **Requirements**

- Trusted servant: experienced in applying Al-Anon principles and Legacies to the complex problems created as members struggling with the family disease of alcoholism
- Compassionate problem-solver: skilled at hearing different perspectives, identifying underlying problems, and collaborating with affected individuals in a generous manner to reach a common understanding
- Energetic, mature leader: able to think strategically about Department and organization, serve as unifying force, collaborate, and manage by influence, and position Al-Anon member and programs discussions at both the strategic and tactical levels
- Motivating coach: capable of recognizing personal style and each Staff member's strengths and weaknesses and adapting conversations appropriately; providing adequate time to discuss and resolve concerns; listening for understanding; seeking ideas and suggestions; and collaborating through conflict
- Effective manager: accomplished at delegating assignments with clarity, providing clear feedback, holding Staff members accountable, addressing issues quickly, and managing overall performance
- Self-starter: accomplished at multi-tasking and prioritizing projects based on strategic impact
- Strong communicator: accomplished at translating message and tone into written and verbal formats
- Passionate learner: dedicated to learning about improving organizational leadership and Staff dialogue effectiveness
- Capable technology user: skilled in productivity solutions such as Microsoft 365 and collaborative program management software

### **Education & Experience**

- Bachelor of Arts or Science in Organizational Leadership, Business Management or related field and minimum five years of proven working experience in related field or equivalent combination of education and experience
- Seven to ten years active Al-Anon membership required, including Al-Anon service experience above the group level

- Cannot be or have ever been a member of Alcoholics Anonymous
- Experience working in a non-profit environment preferred

**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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision in order to prepare and analyze data and figures and read literature products. The employee must be able to express and exchange ideas by means of the spoken word, and use computer input devices, such as a keyboard and mouse, to create digital products.

**Work Environment:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

**Travel:**

This position requires between 4-6 weeks of travel to domestic and international locations per year. Travel frequently occurs over weekends.

**Work Location:**

This job is located at the Al-Anon Family Group Headquarters' World Service Office in Virginia Beach, VA. Remote employment will not be considered for this position.

**Point of Contact to Apply:**

Please contact Human Resources if you would like to apply or if you have any questions about this position. Résumés and cover letters can be emailed to [HumanRes@al-anon.org](mailto:HumanRes@al-anon.org).