

Position: Director of Program Access & Reporting

General Responsibilities: The Director of Program Access and Reporting is responsible for the strategic planning, development, implementation, administration, and evaluation of program access, intake operations, eligibility services, reporting systems, and compliance functions for the agency's Weatherization Assistance Program, and Wisconsin Home Energy Assistance Program (WHEAP).

As a member of the executive leadership team, the Director ensures equitable access to services, compliance with state & agency requirements, and the effective use of data to drive performance & continuous improvement. The Director oversees intake operations, reporting & operational support staff, performance measurement systems, data integrity, contract compliance & continuous improvement initiatives. Working collaboratively with agency leadership, the Director utilizes data-driven decision making to maximize program effectiveness, operational efficiency, customer satisfaction, and organizational impact.

Essential Responsibilities:**Leadership & Administration**

- Provide leadership and oversight for intake, eligibility, reporting, and operational support functions.
- Supervise assigned managers and staff, including Intake and Reporting personnel.
- Develop staffing plans, performance expectations, and accountability measures.
- Support employee development, succession planning and a culture of collaboration and continuous improvement.
- Participate in agency strategic planning, budgeting, and organizational initiatives.

Program Access & Eligibility

- Direct intake and eligibility operations for WHEAP and Weatherization programs.
- Ensure accurate and timely eligibility determinations in compliance with program requirements.
- Establish and improve policies, procedures, and workflows that promote efficient service delivery.
- Monitor application processing, customer service standards, and program production goals.
- Identify and address barriers to service to improve access for eligible households.

Reporting & Performance Management

- Oversee program reporting systems and performance measurements.
- Ensure timely, accurate, and complete submission of required reports to the State DOA-DEHCR or other governmental agencies.
- Monitor program outcomes, expenditures, and operational metrics.
- Analyze trends and recommend process improvements to enhance effectiveness and efficiency.
- Maintain systems that support data-informed decision making and data integrity.

Compliance & Quality Assurance

- Ensure compliance with all applicable federal, state, contractual, and agency requirements.
- Coordinate audits, monitoring activities, and program reviews.
- Develop & maintain quality assurance processes related to eligibility, intake, reporting & data management.
- Implement procedural updates in response to regulatory or program changes.
- Safeguard confidential client and agency information.

Financial & Resource Management

- Assist with budget development and monitoring for assigned programs.
- Monitor expenditures and resource utilization to support program goals.
- Support grant development and funding opportunities when applicable.

Community & Stakeholder Relations

- Build & maintain effective relationships with funding agencies, community organizations & stakeholders.
- Represent the agency at meetings, trainings, conferences, and professional events.
- Support outreach efforts that promote awareness and utilization of agency services.

Other Duties

- Perform other duties as assigned by the Chief Executive Officer.

Qualifications

- Bachelor's degree in Business Administration, Public Administration, Community Development, Nonprofit Management, Human Services, or a related field preferred, or equivalent experience.
- Five (5) years of progressively responsible management experience in human services, energy assistance, community action, or related fields.
- Three (3) years of supervisory experience.
- Experience managing compliance-driven, publicly funded programs preferred.
- Experience with program reporting, performance measurement, operational analysis, and database management required.
- Experience with WHEAP, Weatherization, or Community Action programs preferred.

Knowledge, Skills & Abilities

- Strong leadership, organizational, and team development skills.
- Strategic planning and problem-solving abilities.
- Excellent written, verbal, and interpersonal communication skills.
- Ability to interpret regulations, contracts, and funding requirements.
- Knowledge of performance management, reporting systems, and data analysis.
- Financial and operational management skills.
- Ability to manage multiple priorities and deadlines.
- Commitment to confidentiality, integrity, and customer service.

Other Requirements

- Valid Wisconsin Driver's License.
- Reliable transportation and proof of insurance.
- Ability to travel throughout the service area and occasionally statewide.