ERAS SENIOR NETWORK
JOB DESCRIPTION

Job Title: Program Director **Date:** August 4, 2026
Immediate Supervisor: Executive Director **Status:** ☒ Full-time ☐ Part-time
Department: Faith in Action (FIA) – Mobility Management **FLSA Classification:** ☒ Exempt ☐ Non-exempt
Leadership Level: Senior Leader
Location: Milwaukee & Waukesha County
Direct Reports: [7+] (Faith in Action, Mobility Management, Van Drivers)

Salary: $55K - $65K (salary evaluated annually)

Benefits: Health, Dental, Vision, PTO, Retirement

Flexible work schedule: 40 hours a week, with occasional nights, or weekends and hybrid work options.

Position Summary:
Eras Senior Network is seeking an experienced and dynamic Program Director to lead our team in building an exceptional service delivery program for seniors in Milwaukee and Waukesha County. This is an extraordinary opportunity to work in a creative environment, and to be part of a team that is making a lasting impact in serving seniors across Waukesha and Milwaukee Counties, home to Wisconsin's first and third largest senior populations. As an organization, our mission is to empower seniors and engage generations, through essential services that help seniors and adults with disabilities lead meaningful lives.

As the Program Director, you will lead the coordination of service delivery for Milwaukee and Waukesha County seniors as part of Eras' mission. In this role, you will establish goals for client services, develop effective outcome measurement tools, and meet all grant output requirements. Additionally, you will support partnership development and lead agency program strategies with the team to support client assessments and intake. The Program Director will collaborate to develop new program efficiency processes and promote positive working relationships with volunteers, referral sources, team members and the community.

Responsibilities and Core Functions:

Client Service Operations -

- Ensure consistent, compassionate support for Milwaukee and Waukesha County seniors needing assistance with services.

- Manage the day-to-day responsibilities of the Faith in Action and Mobility Management teams and oversee service intake/ride requests, home assessments, coordinated transportation resources through Mobility Management, van drivers, and the delivery of services for Milwaukee and Waukesha County seniors.
- Promote a friendly and welcoming environment supporting volunteers seeking to help Milwaukee and Waukesha County seniors.
- Provide leadership and support for the development of the Faith in Action and Mobility Management teams.
- Maintain accurate and appropriate records for all service activities, ensuring that information is available for the completion of all funding reports.
- Develop and analyze program reports to identify service gaps in Milwaukee and Waukesha County and make recommendations for volunteer recruitment needs.
- Oversee the performance of in-home assessments for identified seniors, support the training and evaluation of volunteer assessors.

Outcomes and Performance –

- Develop, implement, and oversee effective services for all clients: consistency in answering of multi-line phone system, timely taking of requests from seniors, accurate documentation and timely data entry of all information.
- Leadership of Milwaukee and Waukesha County client programs to achieve goals in alignment with agency strategic plan and as articulated in grant requests, in partnership with Development and Outreach team.
- Oversee accurate and timely entry of all programs and ride scheduling information in NewOrg and MediRoutes database. Maintain client database & required tracking documentation. Produce monthly & quarterly dashboard reports and any required funder reports.

Outreach and Support –

- Present to funders and attend scheduled community group meetings to enhance education about information and resources for seniors, family members of seniors, and community members.
- Meet with volunteers, seniors, and community members visiting the office as needed.
- Plan mailings and other communication projects to support service delivery.
- Manage Title V interns and client program volunteers with projects.

Competencies:

- **Thinking Strategically** – Demonstrates varying knowledge of senior needs and can align with agency priorities.

- **Communication & Influencing** – Can effectively share the story of Eras' impact in the community.
- **Managing Knowledge** – Keeps up to date with knowledge relevant to job duties.
- **Coaching and Team Support** – Responds to and provides constructive feedback to best meet company. objectives and goals.
- **Working Together** – Works well with Board members, Committee members, volunteers, interns, and staff.
- **Managing Resources** – Organizes own work to meet objectives on time and is aware of team workloads.
- **Fiscal Responsibilities** – Develops and manages budget promoting program growth and success.
- **Leading People** – Supports team members, follows through, and handles concerns in an appropriate way.
- **Delivering Results** – Produces timely and quality work, holds self and team accountable to achieve company goals, responds to requests and supports the ideas and concerns of others.
- **Leading for the Future** – Is enthusiastic about Eras Senior Network's mission and values and is open to new ideas and change to drive impact.

Qualifications and Experience:

- Bachelor's degree in business, social work, human services or related field and/or 3-5 years' professional experience working with seniors, in customer service, or program delivery.
- Demonstrates high level of initiative, works in a primarily self-directed way to achieve goals.
- Ability to manage multiple shifting projects and tasks simultaneously.
- Creative approach to problem solving, with a strong emphasis on thoroughness, accuracy and follow up.
- Excellent written and verbal communication skills.
- Experience successfully maintaining relationships with diverse groups and individuals.
- Proficient in Microsoft 365, database management, and federal grant reporting systems.
- Demonstrated success working alongside federal government entities is a strong asset
- Direct experience in developing and managing budgets of $250k+.
- Commitment to Eras Senior Network's core values.

How to Apply: Interested candidates should submit a resume and cover letter to Hiring@eras.org. Please list "Eras Senior Network – Program Director Applicant" in the subject line.

Website: https://eras.org/

Eras Senior Network is an Equal Opportunity Employer committed to our core values of respect & dignity, confidentiality, transparency, ethics & accountability, intergenerational connection, teamwork, and compassion. We offer a supportive and inclusive work environment. A focus on Justice Equity Diversity and Inclusion (JEDI) is a strategic priority for Eras Senior Network.

Eras offers its employees a wide range of generous benefits that include paid sick days, accrual of PTO, paid holidays, retirement, paid life insurance and long-term disability. Eras also offers health insurance (organization pays a consolidated rate for a single premium, with family available with employee paying the additional premium), and employee-paid short-term disability, dental and vision insurance.

Eras Senior Network may, at its discretion, assign or reassign duties and responsibilities to this job at any time. The employee must be able to perform the essential functions of the position satisfactorily and that, if requested, reasonable accommodation may be provided to assist employees with disabilities in performing the essential functions of their job. This job description does not constitute a contract of employment and Eras Senior Network may exercise its employment-at-will rights at any time.

We meet seniors in important eras of their life.