

Grail Family Services

Senior Director of Programs

San Jose, CA

Salary: \$130,000 - \$150,000

The Organization

For more than 25 years, Grail Family Services (GFS) has been the heart of family resources, child care, and early learning in the historic Mayfair neighborhood of East San Jose. We advance the belief that services like high quality child care can transform lives and communities. GFS partners with families, schools, and communities to promote children's success and well-being. We serve a community where more than 50% of local students are not reading at grade level by 3rd grade. Through our programs and family engagement efforts, we inspire lifelong learning and support the intellectual, creative, social, emotional, and physical development of every child. We believe strong partnerships with parents are key to success. We pair data with lived experience, co designing solutions with families and sharing what works to strengthen early learning locally and beyond.

Through our First 5 Family Resource Center, we deliver information and referrals, coordinate services in partnership with members of the Si Se Puede Collective and provide parenting workshops with onsite child enrichment to our local community. GFS has also designed and implemented innovative, family-focused programming that are research based, such as our Family Math Program (in partnership with Stanford University's DREME Network and NYU) and the Building Blocks of Parenting™ (BBP) App (in collaboration with the Santa Clara County Office of Education and FIRST 5 Santa Clara County). We continue to be a leader in the early childhood education and child care innovation space and are committed to bring this innovation to East San Jose. Learn more at www.gfsfamilyservices.org.

Si Se Puede Collective Overview

The Sí Se Puede Collective (SSPC) is comprised of five anchor organizations in East San José's Mayfair neighborhood—Amigos de Guadalupe, Grail Family Services, the School of Arts and Culture at MHP, SOMOS Mayfair, and Veggielution. Together, we serve low-income families through coordinated services, advocacy, and community engagement, grounded in the belief that collective action creates deeper impact.

The vision of the SSPC is for a Mayfair community that is rooted and thriving, where resilient families have confidence in their gifts, choices and dreams. The mission of the SSPC is to leverage the collective's creativity, services and advocacy to create opportunities and access to basic needs, education, literacy, and community engagement.

Shared strategies include:

- Uplifting Mayfair's cultural identity and sense of belonging
- Supporting early learning and student success
- Helping youth navigate the world with cultural confidence
- Coordinating family-centered services and referrals
- Advancing community-led advocacy and systems change
- Promoting innovative development without displacement
- Implementing a blueprint for transformation in historic East San Jose
- Promote smart development without displacement in the Mayfair community

The Position

Reporting to the Executive Director and collaborating with the Senior Leadership Team (including the Directors of Development, Finance, Operations & HR, and Policy & Communications), the Senior Director of Programs oversees the strategic design, implementation, management, and evaluation of all GFS programs and initiatives.

You will guide strategy and execution for a diverse portfolio, including:

- State and federally funded preschools
- Full-day toddler daycare center
- Family Child Care Home Education Network (FCCHEN)
- First 5-Family Resource Center and community programs
- School-based programs
- Collaborations with the Sí Se Puede Collective

As a key thought partner to the Executive Director, this leader will help operationalize GFS's role as a demonstration site for the City of San José's Children & Youth Services Master Plan (CYSMP), contributing to systems alignment, equitable access, and a 'no wrong door' approach for families.

The ideal candidate is an experienced, collaborative leader, with deep knowledge of early childhood education and family engagement. They value co-creating alongside the families they serve, and are comfortable using design thinking approaches, outcome evaluation, and continuous learning to shape programs. This leader is adept at balancing big picture thinking with practical execution and thrives in fast moving environments. They are grounded in the community and deeply committed to equity, social justice, and strengthening systems that support children and families.

ROLE OVERVIEW

Program Strategy and Oversight

- Lead the development and implementation of mission-aligned program strategies and initiatives
- Collaborate with the Executive Director and Senior Leadership to identify and pursue strategic program opportunities and partnerships
- Ensure programs meet high standards of excellence and comply with relevant regulations and ethical standards
- Build shared processes and cross-site workflows so families experience seamless, coordinated care
- Develop systems in partnership with our Evaluation Manager for program effectiveness and ensure data-driven decision making, promoting a culture of evaluation amongst the program team



Program Strategy and Oversight (cont.)

- Oversee record-keeping to ensure smooth audits and regulatory compliance
- Stay informed of changes to state and federal regulations, especially related to early childhood education
- Identify gaps in programming and recommend solutions
- Identify and mitigate risks related to program delivery, staffing, and compliance

Team Leadership and Supervision

- Supervise and support program managers to foster professional growth, quality assurance, innovation and collaboration
- Work with the Director of Operations & HR to recruit and retain qualified program staff
- Lead a multi-generational team by providing mentorship, coaching, and clarity around expectations while honoring the organization’s culture, values, and standards

Organizational Leadership

- Collaborate with the Director of Policy and Communications on the implementation of GFS Policy Agenda
- Partner with the Director of Finance to oversee program budgets and resource allocation and ensure reporting compliance for contracts
- Support the Director of Development in fundraising efforts, including grant and donor reporting and programmatic compliance
- Facilitating strong working relationships between program teams and support departments
- Participate in collaborative work with the Si Se Puede Collective and other community partners
- Be a visible, trusted presence in the community, representing GFS at events within and outside the organization

Families Served Annually	Teachers and Childcare Providers Trained to Date	Direct Reports
3000+	700+	4: Programs Manager, Early Care and Education Manager, Strategic Initiatives Manager, and Evaluation Manager.

THE IDEAL CANDIDATE

The ideal candidate for the Senior Director of Programs position possesses the following competencies:

Collaborates Builds strong relationships with staff, families, and partners to advance aligned goals.	Courage Address challenges directly and with empathy, making thoughtful, timely decisions even in complex circumstances.	Instills Trust Gaining the confidence and trust of others through honesty, integrity, and authenticity.
Communicates Effectively Communicates with warmth and clarity, tailoring messages for diverse audiences including program staff, families, funders, and partners.	Decision Quality Makes decisions grounded in data, family voice, and long-term organizational priorities.	Manages Conflict Navigates disagreements and differing perspectives with steadiness and respect.

Required Qualifications

- Minimum 7 years of progressive program management experience, with at least 5 years in a leadership role
- Experience with State of California Department of Education and CDSS contracts
- Knowledge of Title V and Title 22 regulations
- Demonstrated success in staff supervision, budgeting, program evaluation, and strategic planning
- Experience working with diverse populations, including immigrant and Spanish-speaking communities
- Strong leadership and collaboration skills
- Excellent verbal and written communication skills
- Deep commitment to equity, social justice, and community empowerment
- Familiarity with professional development, training, and adult learning
- Authorization to work in the United States (proof required upon employment)

Preferred Qualifications

- Master's degree in education, child development, social work, or a related field
- Bilingual in English and Spanish
- Experience with grants management, fundraising, and systems change initiatives
- Problem-solving mindset with a focus on continuous improvement

Licenses & Certifications

- Program Director Permit or valid Teaching Credential (preferred)
- CPR/First Aid Certification and Mandated Reporter Training (within 60 days of hire)
- Proof of required immunizations (TB, MMR, Tdap, Influenza)
- Background check and fingerprint clearance required

WHO WE ARE

Work Environment

This is an in-person role based in the Grail Family Services offices in the Mayfair community of San Jose, CA. Occasional evening and weekend work is required, with some local travel as needed.

Our Core Values

- **Respect:** We respect each other, our clients, and the larger community.
- **Collaboration:** We seek to increase our impact and scope through partnership and collaboration with each other, our clients and the larger ecosystem.
- **Integrity:** We conduct our business with honesty and transparency.
- **Inclusion:** We value equity, inclusion, and dignity for all. We pledge to support and maintain an environment that respects the diversity of the people with whom we engage.
- **Family:** We acknowledge families' strengths, respect their unique assets, and partner with them to meet their needs. We focus on the parent/child relationship.
- **Quality:** Each program and service includes documented expected outcomes, which we measure and review in the spirit of continuous improvement.

COMPENSATION AND BENEFITS

Salary

\$130,000 - \$150,000, based on qualifications and experience

Benefits

- Medical, vision, and dental insurance (valued at over \$6,000/year) with no employee contribution
- 401(k) retirement plan with 10% employer match contribution
- Paid Time Off including:
 - 10 vacation days in the first year
 - 12 paid holidays
 - 1 hour for every 30 hours worked of sick leave
 - 2 floating holidays annually (upon eligibility)

TIMELINE AND NEXT STEPS

If you are interested in this position, please click [here](#). All applicants will receive an email confirming receipt of their application.

We encourage candidates of all backgrounds to apply even if you do not meet all of the qualifications outlined above. If you are selected to move forward for an initial screening call, we expect you to hear from us by the end of April.

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[Submit an application](#)

