

CATHOLIC SOCIAL SERVICES JOB DESCRIPTION

TITLE: Program Director
PROGRAM : Homeless Family Services
SUPERVISED BY: Deputy Director
STATUS: Full-time / salaried / exempt
UPDATED: 10/24/17

JOB SUMMARY: The Homeless Family Services Program Director is responsible for the direct supervision and management of housing and case management services provided to individuals and families who are homeless or at imminent risk of becoming homeless.

QUALIFICATIONS:

Competencies: Must be able to maintain program/program participant/agency confidentiality, and treat each individual with dignity and respect. Must have the ability to establish and maintain professional boundaries with staff, program participants and volunteers. Demonstrated leadership, dependability, maturity, creativity, discretion, initiative, and flexibility. Ability and desire to work with a variety of people to carry out the mission and purpose of the program. Ability to provide supervision and be a team member with program staff, agency personnel, and community service providers. Ability to work with and advocate for the homeless. Ability to handle crisis situations with minimum supervision. Excellent interpersonal skills required. Ability to work alone or as part of a team.

Education/Experience: Bachelor's degree in social work, sociology, psychology, counseling, business, or a related field. Two years relevant work experience, one of which must be supervisory and management.

Skills: Excellent communication skills (oral and written) and computer skills. Must have skills in the areas of budget management and employee supervision. Discretion, flexibility, and organizational ability sufficient to fulfill position responsibility with minimum supervision. Ability to relate to other employees, program participants and the public. Excellent interpersonal and team building skills.

Duties & Responsibilities:

1. **Program Implementation/Design and Development/Evaluation:** fulfill program mission. Operate within mission/philosophy of agency. Oversee a series of Rapid Rehousing and Permanent Supportive Housing Grants. Implement program goals and objectives. Evaluate and measure outcomes of program services. Recommend program service adjustments to Chief Program Officer and/or Executive Director as needed.
2. **Planning:** monitor needs assessments and design strategies for service delivery. Draft program goals, objectives, and methodologies. Work with agency and staff personnel on planning and training for Emergency Response.
3. **Fiscal Management:** collaborate with finance director and grant administrator to draft operating, capital, and grant budgets. Monitor all financial reports. Code and authorize check requests. Approve credit card transactions. Operate within approved budget. Monitor all financial reports; code check requests, assist with cost/fee analysis; long range financial planning. Operate within approved budget. Complete duties within timelines and budget.
4. **Client services:** ensure smooth operations of program.
5. **Client advocate:** attend to specific client needs as necessary, act as advocate on behalf of population served and/or individual clients, when necessary. Hear and address client grievances.

6. Personnel Management: recruit, screen, hire; train, coordinate continuing education; support, supervise, evaluate; oversee health, morale, and welfare; discipline and terminate staff. Approve leave requests, authorize timesheets, handle other personnel actions. Draft/amend job descriptions. Responsible for maintaining a culture of trauma informed care. Responsible for helping train and maintain learned skills such as motivational interviewing.

7. Policies, Procedures, and other Regulations: monitor and comply with all agency, municipal, state, and federal regulations regarding program operations and/or funding requirements/restrictions. Draft/implement/enforce appropriate program policies and procedures.

8. Inter/intra agency relations: Attend agency Directors' meetings, and other meetings/events as required. Network with other providers and attend community meetings on behalf of the agency as needed/directed.

9. Committee meeting. Act as liaison between program and the rest of the agency. Provide leadership in community networking.

10. Reporting: oversee submission of regularly scheduled narrative, statistical, grant reports; other reports as required. Review/verify other reports i.e.: leave balances, etc.

11. Participate in agency Continuous Quality Improvement including committees and task forces as required.

12. Complete duties within timelines and budget.

13. Other duties as Assigned

Physical Requirements: Must be able to lift up to 25 pounds.

Training Requirements: Agency and department orientation; First aid/CPR; de-escalation techniques; blood borne pathogens and any other updated training, as required. Attend all staff meetings and in service training as required.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities as needed.

Employee Signature _____ Date: _____

Supervisor Signature _____ Date: _____