



JOB DESCRIPTION

Position: Director of Programs
Job #: SM05111701
Status: Exempt, Full Time
Supervisor: Chief Operating Officer

Position Summary: This position is responsible for providing guidance to Abode Services in order to ensure that the agency continues to operate high-quality, impactful programs; is well-positioned and prepared for emerging opportunities; and otherwise continues to lead the way in ending homelessness in the communities we serve. Among other responsibilities, the Director of Programs will oversee the agencies programs including: housing services, emergency services, clinical services, and subsidy administration. This person will lead a high level team of 5-7 skilled program directors, across 5 counties to end homelessness by implementing evidence based practices in a housing first model.

Job Responsibilities:

- 1. Program Oversight:** Provide oversight to all Abode programs including emergency services, mental health, and housing programs.
- 2. Program/ Staff Supervision:** Provide direct supervision to senior management staff (directors) of the above mentioned programs. Provide regular and appropriate feedback including training, opportunities for professional growth, verbal and written improvement plans when needed, and regular evaluations.
- 3. Coordination of Departments:** Ensure that programs are successfully integrating supportive services and housing components to stabilize and improve housing, income, and health outcomes of participants.
- 4. Evaluation and Quality Systems Management:** Ensure effective HMIS and compliance systems for all social service programs. Ensure compliance with all program contractual requirements including but not limited to: Medi-Cal data documentation required for compliance with external auditors. Assist in the creation of the annual report for the public which describes all service outcomes.
- 5. Agency Liaison to the Community:** Maintain effective public relations. Develop relationships with the community-at-large to instill support and confidence in the agency. Serve as a spokesperson for agency when called upon.
- 6. Fiscal Management:** Responsible for taking the lead in the creation of program budgets for all agency programs which leads into complete agency budgets. Work collaboratively with other managers and directors to ensure that budgets are complete.
- 7. Senior Management:** Collaborate regularly with agency management. Participate in regular "Senior Management" meetings with the Executive Director, Chief Operating Officer, CFO, Director of Community Relations, Director of Real Estate Development, Director of Properties and Assets, Director of Evaluation and Policy, Director of Housing Programs, Director of Social Services, and Director of Health and Wellness to discuss issues relating to finances, human resources, and program operations.
- 8. Other duties as assigned.**

Qualifications:

- Minimum of 10 years of professional experience in the human services, social work, or related field.
- Minimum five years' experience in non-profit management with a proven track record in successful implementation of programs.

- Minimum five years of experience developing and programs for extremely low income people including those who have experienced homelessness.
- Supervisory experience with strong skills in program development and policy and procedures.
- Excellent written and oral communication skills
- Strong organizational, detail orientated, and time management skills
- Proven ability to work independently, effectively as an individual and part of the team.
- Strong ability to represent the interests of the agency, interact effectively with a diverse population with multiple special needs, and be comfortable building successful collaborative relationships with tenants, staff, and with community networking and resource building.

Notice: This description is to be used as a guide only. It does not constitute a contract, commitment or promise of any kind. Abode Services reserves the right to change, add, delete, upgrade or downgrade the position as dictated by business necessity at anytime with or without notice.

❖ **PLEASE SUBMIT RESUME AND COVER LETTER TO HR@ABODESERVICES.ORG**

Internal posting only, no external candidates