



## JOB DESCRIPTION

## PROGRAM DIRECTOR

**TITLE:** Program Director  
**REPORTS TO:** Executive Director  
**PROGRAM:** Programs

**EXEMPTION STATUS:** Exempt  
**LOCATION:** Morningside  
**PREPARED:** January 2023

### JOB SUMMARY:

Under the direct supervision of the Executive Director, the Program Director is responsible for oversight of all shelter programs, including case management and supportive services, youth development programs and mental health services. The Program Director will directly supervise program staff, volunteers, and interns responsible for service delivery on site. Responsibilities include, but are not limited to the following:

### ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Ensure effective delivery of programs and services at the transitional family shelter through management of staff and resources
- Ensure implementation of daily operating procedures, safety protocols and administrative functions for all residential program activities
- Oversee timely collection of accurate client documentation and program service data collection in compliance with contract and grant reporting requirements
- Monitor family intake, case management, and exit planning process to ensure guidelines of the program are being followed
- Oversee Youth Development Program, including implementation of academic support services and recreational activities for youth residing at the shelter
- Oversee development of comprehensive mental health services at Thomas House
- Provide direct counseling/therapy services, including child and adult counseling, family counseling, group counseling, and workshop presentations
- Assess, diagnose, and develop treatment plans for all clients assigned to caseload
- Refer client(s) to supportive services to supplement treatment and counseling
- Take an active role in staff hiring, supervision, training, evaluation & disciplinary matters
- Uphold and ensure compliance with personnel policies and procedures
- Create and maintain effective community partnerships
- Support efforts to evaluate client satisfaction and program effectiveness (internal tools/external trends)
- Build and maintain effective working relationships with program/support staff
- Develop and manage an annual budget and operating plan to support the program
- Monitor and approve all budgeted program expenditures
- Coordinate and participate in program specific meetings, staff meetings and in-service training
- Provide 24-hour on-call emergency coverage either directly or through delegation
- Serve as an active member of the Thomas House Family Shelter management team
- Special projects and other duties as assigned.
- 40% Client Facing
- 60% Supervisory Duties

*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 intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of employees assigned to this job.*



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### **ESSENTIAL KNOWLEDGE, SKILLS, AND ABILITIES:**

- Problem solving – identifies and resolves problems in a timely manner by gathering, analyzing and utilizing information skillfully.
- Interpersonal skills – maintains confidentiality, remains open to others' ideas and exhibits a willingness to try new approaches.
- Managing Up – Ability to exercise good judgment and manage communications with supervisor and/or leadership.
- Oral communications – speaks clearly and persuasively in positive or negative situations, demonstrates group presentation skills and ability to conduct meetings.
- Written communications – edits work for spelling and grammar, presents numerical data effectively and is able to read and interpret written information.
- Planning/organizing – prioritizes and plans work activities, uses time efficiently and develops realistic action plans.
- Quality control – demonstrates accuracy and thoroughness and monitors own work to ensure quality.
- Adaptability – adapts to changes in the work environment, manages competing demands and is able to deal with frequent change, delays or unexpected events.
- Dependability – consistency at work and on time, follows instructions, responds to management direction and solicits feedback to improve performance.
- Safety and security – actively promotes and personally observes safety and security procedures, and uses equipment and materials properly.
- Physical – meets the physical requirements of the job including lifting, carrying, pulling and pushing.

### **EDUCATION, EXPERIENCE AND/OR LICENSES:**

- Master's Degree in Social Work or relevant degree required
- LCSW required
- 3 to 5-year's experience in homeless services or relevant service delivery
- 2-3 Years of Supervisory Experience
- Bilingual: English/Spanish Preferred
- Outstanding written, verbal and interpersonal communications skills
- Proficient in Microsoft Office programs and utilization of client database
- Background check and clearance through DOJ live scan fingerprinting required
- Valid California Driver's License, clean driving record and insurable under agency policy

### **COMPENSATION:**

Salary will be commensurate with experience and education. Salary range \$95,000 - \$105,000 Benefit package includes medical, dental, paid vacation and 401k.

### **APPLICATION PROCESS:**

Submit resume and salary history to [Info@ThomasHouseShelter.org](mailto:Info@ThomasHouseShelter.org). You will be contacted should you be selected for an interview. No calls, please.

For more information about Thomas House, visit [www.ThomasHouseShelter.org](http://www.ThomasHouseShelter.org).

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