

## POSITION DESCRIPTION

Position: Program Director  
Program: Veteran Family Services  
Reports to: Division Director  
Status: Exempt  
Date Prepared: 03/2019

### **POSITION SUMMARY:**

The Program Director is responsible for assuring quality service to all program participants through the development of programs and resources that provide excellent client assessment and assurance of permanent housing and employment, as well as management of daily workflow as it relates to overall organizational operations. In addition, the Program Director assures that all work is performed in a cost effective and service oriented manner in accordance with negotiated contracts, appropriate procedures and established organizational standards. The Program Director coordinates program requirements with other operational areas and has overall responsibility for the supervision, development and motivation of staff.

### **OBJECTIVES/ACTIVITIES:**

- A. Responsible for the development and management of all financial and contractual aspects of the program services.
  - 1. Assist the Division Director in the development and monitoring of annual budgets working towards goal achievement.
  - 2. Provide quality program services within established budgets.
  - 3. Serve as liaison to the Veterans Administration, United States Department of Labor, and other funding sources.
  - 4. Provide all documentation to comply with contractual agreements.
  - 5. Develop strong outreach and marketing strategies pertinent to the homeless veteran community, community education and advocacy, businesses and counties served.
  - 6. Assist in the acquisition and renewal of grants.
  - 7. Review monthly, quarterly, and annual reports for the funding sources.
  - 8. Refer new sources of funding to senior management and assist, as possible, in securing such funds.
  - 9. Ensure operations manuals are developed and maintained.
  
- B. Responsible for the management of all areas of daily operations and activities of the program services in compliance with company policies.
  - 1. Respond to complaints from contracting agents, clients, landlords, and all other program related affiliates.
  - 2. Respond to all client grievances.
  - 3. Work with Volunteers of America's Quality Assurance Manager to insure that program meets all accreditation guidelines of CARF.
  - 4. Provide 24-hour on-call emergency assistance to staff as necessary.
  
- C. Responsible for distribution and monitoring of staff's workloads to achieve established objectives of the department.

1. Respond to personnel complaints and provides technical expertise to handle exceptions to standard policy.
2. Identify resources necessary to attain performance standards.
3. Ensure daily, weekly and monthly staffing schedules to accomplish program objectives.
4. Maintain ongoing contact with service providers and external program representatives to assure that employee performance is in line with client needs. This includes regular communication with service providers and external federal/county/state/city program representatives.
5. Direct available resources as needed.
6. Assist with daily workloads, if necessary.
7. Work with Continuum of Care committees in six counties to insure that homeless veteran needs are addressed (Sutter/Butte, Placer, Nevada, El Dorado, Yolo, and Sacramento).

D. Responsible for training, development and motivation of staff.

1. Interview and hire qualified employees.
2. Establish goals and objectives for staff and evaluate achievements of established goals.
3. Oversee employees to assure quality work, taking corrective action as necessary.
4. Identify appropriate ongoing training for existing staff.
5. Oversee ongoing performance appraisals for staff.
6. Provide progressive disciplinary action for employee performance improvement when necessary.
7. Maintain an above average working knowledge of fire, safety, and health standards to assure safe work environment for all personnel.

E. Responsible for self-development.

1. Continually learn and enhance technical and interpersonal skills.
2. Attend all mandatory training as assigned.
3. Attend all Program Director meetings.

F. Responsible for the dissemination of information to staff and senior management on new developments and the status of activities as it applies to the overall company operations.

1. Inform senior management of the status of potential workflow problems, allowing senior management to assist with workflow needs to meet program objectives and project future staffing needs.
2. Communicate new and established procedures and company policies to the staff and insure proper implementation.
3. Serve as part of the organization management team by providing information and support for the development of quality operations.
4. Maintain a professional working relationship with other Program Directors.

**EQUIVALENT EDUCATION AND EXPERIENCE:**

A minimum of five years management experience in the social services field, specifically working with challenges unique to Veteran's and their families; homelessness, employment, navigation of resources and referrals, substance abuse, and mental health is required. A bachelor's degree is required, master's degree preferred. Requires CPR and First Aid training within ninety (90) days of employment, re-certification as necessary and T.B. testing annually. Must have a valid California Driver's License, clean driving record and proof of insurance.

**SPECIFIC SKILLS REQUIRED:**

Leadership skills

Ability to identify and implement innovative programs specific to Veterans and their families

Knowledge of local Veteran resources in the six counties served

Ability to travel nationally

Work evenings and weekends as required

Strong presentation skills

Marketing and outreach experience; creating strong marketing and outreach programs and materials

Excellent oral and written communication skills

Ability to assist and motivate other people

Organizational skills

Analytical and decision making ability

Statistical and mathematical skills

**PHYSICAL REQUIREMENTS:**

Lift and move up to 10 pounds

Stand, walk and sit frequently

Bend and stoop occasionally

**NATURE OF SUPERVISION RECEIVED:**

Daily activities are performed independently with guidance and direction from the Division Director and Human Resources. Must be able to work independently toward attainment of operational goals and contract compliance.

**SUPERVISION EXERCISED:**

Plans, directs and coordinates all aspects of Veteran's Service Programs. Supervises a management team of four. Responsible for training, auditing, conducting performance appraisals and providing feedback and disciplinary actions. Salary recommendations, hiring, and terminations are subject to review by Human Resources and Division Director.

**RESPONSIBILITIES FOR BUSINESS CONTACTS:**

This position requires daily contact with federal/county/state/city and business entities, clients, and all levels of support staff. The Program Director is responsible for promoting company

image and providing advice on company practices and procedures, while establishing and maintaining good working relationships with all clients. Tact, discretion, and resourcefulness are required at all times.

**FINANCIAL RESPONSIBILITY:**

Substantial financial loss through loss of business contracts is possible. The Program Director has authority to approve or deny exceptions within the approved budget. Responsible for actively participating in the development and adherence to program budgets.

**NUMBER OF EMPLOYEES:**

- 1 Program Manager
- 1 Intake Coordinator
- 1 Lead Case Manager
- 1 Employment & Training Manager

**This Program Director job description does not constitute a written or implied contract and may be changed as business needs arise.**

Indicate anything that would keep you from meeting the job duties as outlined above.

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Employee Signature \_\_\_\_\_ Date Signed \_\_\_\_\_