



JOB DESCRIPTION

PROGRAM DIRECTOR

TITLE: Program Director
REPORTS TO: CEO
PROGRAM: Programs

EXEMPTION STATUS: Exempt
LOCATION: Morningside
PREPARED: March 2025

POSITION SUMMARY:

Under the direct supervision of the CEO, 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:

Salary \$85,000 – \$95,000

Full benefits for individual, PTO, BTO, VTO and 11 paid Holidays

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. Complete required data and reports in compliance with all grant and funding 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 tutoring, STEM activities and recreational activities for youth residing at the shelter
- Oversee development of comprehensive mental health services at Thomas House
- Direct all counseling/therapy services, including child and adult counseling, family counseling, group counseling, and workshop presentations
- Review and facilitate case assignments for staff and interns.
- Recruit for MFT Trainees for clinical internship program.
- Provide training and individual/triadic/group supervision to clinical therapy interns (MFT, MSW, LPCC) on a weekly basis.
- Review all mental health assessments, treatment planning, and progress notes.
- Assess, diagnose, and develop treatment plans for all clients assigned to caseload
- Complete all CalAIM community supports billing and authorizations with support from Program Manager.
- Review and approval all client and family assistance requests.
- Serve as ongoing quality assurance for client documentation and services and technological platforms such as HMIS, Apricot, & other referral portals.
- Refer client(s) to supportive services to supplement treatment and counseling

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- 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

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/LMFT required
- 3 to 5-year's experience in homeless services or relevant service delivery

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- 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

SUPERVISORY RESPONSIBILITIES:

Program Director has supervisory oversight of the following staff:

- Program Manager
- Case Manager
- Housing Navigator
- Career Development Specialist
- Teen Case Manager
- Youth Development Coordinator

Does this job have supervisory responsibilities? No Yes:

Are there subordinate supervisors reporting to this job? No Yes: How many? 1

Are there employees reporting directly to this job? No Yes: How many? 6

What is the total number of employees who report both directly AND indirectly to this job? How many? 6-10

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PHYSICAL DEMANDS:

| Physical Requirement | Continually (every day) | Frequently (2-3 times per week) | Occasionally (2-3 times per month) | Rarely (less than one time per month) | Never |
|--|----------------------------|---------------------------------------|--|--|-------|
| Seeing | X | | | | |
| Hearing | X | | | | |
| Stooping/bending | | X | | | |
| Moving around the office | X | | | | |
| Driving | | | | X | |
| Speaking | X | | | | |
| Lifting/carrying heavy items (up to 10 pounds) | | X | | | |
| Standing for long periods | | X | | | |
| Working outside | | | X | | |
| Using hands/fingers | X | | | | |
| Reaching/overhead | | | X | | |

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The environment is an indoor office environment reasonably clean, well-lit and ventilated. Generally, little or no probability of injury or health impairment due to physical hazards and the noise level is moderate with normal business office machines and light to moderate foot traffic.

CONFIDENTIAL DATA:

This position may be exposed to confidential information about the company, our program participants, contributors and other employees on a regular basis. Disclosure of such information to any outside party in a business or social context can seriously impact the company and may jeopardize the relationship of trust we enjoy with our participants and contributors. Additional guidelines regarding the protection of confidential information are available in the Employee Handbook.

Management reserves the right to change this job description and standard ratings at any time according to business needs.

Employee Signature

Employee Name (Print)

Date

| Approval Level | Name | Signature | Date |
|--------------------|--------------------|-----------|------|
| Executive Director | Shakoya Green Long | | |

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