



3805 Marshall Street, Suite 100  
Wheat Ridge, CO 80033  
(P) 303.422.2133

## Job Posting

### Program Director

#### Organization Overview

The mission of Family Tree is to partner with all people to prevent and overcome the interconnected issues of child abuse, domestic violence and homelessness to promote safety, healing and stability across generations.

As a long standing non-profit human services agency, we are committed to empowering change and transforming the lives of vulnerable populations in our community. We aim to recruit and retain high-quality and diverse team members who share in our commitment and vision to empower people and transform our community through innovative and integrated services. We are also committed to investing in our team i.e., strive to pay a fair wages, offer competitive benefits, provide generous sick and vacation time, offer staff development along with believing each employee's unique qualities and experiences are the core of the organization.

Family Tree strives to value and uplift diverse and marginalized voices, to recognize and address the ways in which oppression impacts the communities with which we work, and to promote inclusion and equity.

#### Recruiting and Retention Bonus

Family Tree is offering a \$300 hiring bonus paid on the first paycheck after hired. In addition, Family Tree is offering a retention bonus of \$500 after 12 months of employment and \$700 after 18 months of employment.

#### Job Summary and Responsibilities

The Program Director will provide the day-to-day administration and oversight of the House of Hope residential program for women with children who are experiencing homelessness within Family Tree's Residential Services. This includes program management, staff supervision of approximately 4 staff as well as interns/volunteers, training and direct service delivery. The Program Director will be supported by Family Tree's Vice President of Residential Services as well as Family Tree's Chief Impact Officer. The Program Director will lead the team in providing a strength based, client centered, trauma informed residential environment where every resident feels safe, heard, and supported. The Program Director should have demonstrated leadership skills and a strong knowledge of homelessness and domestic violence. This candidate will embrace Family Tree's culture of continuous improvement practice and our commitment to Diversity, Equity and Inclusion (DEI). Must be able to communicate in meaningful and impactful ways with people from all backgrounds and those with different viewpoints.

#### Essential Duties and Responsibilities

Deliver day-to-day program management and administration of program service delivery. This includes:

- Ensure program objectives are met, develop and implement policies, procedures and standards as needed. This includes best practices, data-base procedures and safety standards.
- Ensure team members adhere to contractual requirements and scope of services.
- Develop, adhere and manage program budgets.
- Accurately and promptly report program data for grant/contract reports, billing and internal reports.
- Complete schedules for regularly scheduled staff and relief.
- Provide guidance, coaching and support to team members and or clients, as needed. Ensure proper client and file documentation is maintained, assist with case reviews and audits.
- Provide general leadership to House of Hope team members, full organization and community partners.

This includes:

- Support Family Tree mission and model Family Tree values of commitment, integrity, accountability, inclusiveness, collaboration and advocacy.
- Facilitate regularly scheduled program team meetings and participate in Expanded Leadership Team meetings.
- Foster teamwork and integrated services and opportunities within the program and organization.

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- Adhere to all Family Tree established policies and procedures, including those regarding timely reporting of suspected child abuse or neglect and confidentiality of client information.
- Ensure a safe working environment, evaluating, implementing and following Family Tree protocols and implementation of safety procedures at House of Hope.
- Participate in community meetings
- Participate in regular supervision and regularly communicate with Vice President of Residential services to ensure high quality service delivery, effective problem solving, integration and a culture of learning.
- Partner with Chief Impact Officer, Vice President of Residential Services and Vice President of Human Resources regarding hiring new team members and retention of current team. This includes:
  - Recruitment, selection and training of new hires.
- Provide regular supervision/check-ins, coaching, and performance evaluation of Case Managers, according to Family Tree values, policies and procedures.

### Required Skills

- Communication- Ability to explain complex and diverse ideas to audiences in written and oral formats.
- Critical Thinking and Problem Solving-Demonstrate abilities to carry out self-directed tasks with limited supervision. Demonstrate ability to pay attention to detail while performing tasks.
- Initiative – Demonstrate the ability to act or initiate tasks as needed to perform their daily tasks.
- Relationship Management – Experience (lived or professional) working with under-resourced, at-risk families and individuals. Ability to recruit and engage families to participate in a voluntary program. Ability to support staff in relationship and rapport building with clients.
- Flexibility and Adaptability – Open to learning and able to learn quickly; navigate change well. Comfortable working in a residential setting and a non-traditional work schedule. Comfortable navigating the unknown and able to make decisions with limited information. Can easily transition from one task to the next and work in a fast-paced environment that changes frequently.
- Strengths-Based Approaches – Ability to practice trauma-informed care, which includes being culturally appropriate, strengths-based, and providing individualized support to families.
- Supporting Family Well-Being- Demonstrate abilities to apply a Multi-generational Approach and the protective factors in daily work with families.
- Teamwork and Collaboration – Committed to and skilled at building and maintaining relationships; able to work effectively with various individuals, organizations, and team members. Prioritizing effective working relationships in a hybrid environment.
- Decision Making and Critical Thinking- Skilled in gathering information, evaluating options and presenting solutions or courses of action, and a willingness to challenge the status quo, as appropriate.
- Fostering Teamwork and Collaboration- Work with Expanded Leadership Team and team members; supports the CEO, Executive Team and other Residential Program Directors to assist with the development and implementation of program delivery. Listens to others' ideas and thoughts and expresses disagreement constructively.
- Leadership-Ability to keep self and others motivated, ability to influence others.
- Organizational Competency- Able to prioritize and manage workload, manage their time with a strong attention to detail. Preferred Skills/Competencies
- Independent Worker- Ability to carry out self-directed tasks with limited supervision.
- Digital Literacy- Strong knowledge of Microsoft Suite Programs as well as Salesforce Databases.

### Preferred Skills

- Bilingual Skills - Demonstrate the ability to speak, write and read in English and Spanish.

### Job Details

**Location:** 3301 S Grant Street, Englewood

**Program:** House of Hope

**Full/Part time Status:** Full-time

**Salary Pay Rate:** \$63,725-\$71,000 per year

The base salary range represents the low and high end of Family Tree's hiring range for this position. Actual salaries will vary depending on factors including but not limited to range of experience, years of experience. The range listed is just one component of Family Tree's total compensation package for employees.

**Benefits:** Medical, dental, vision, supplemental insurance, retirement plan and retirement plan match, employer paid long-term disability, EAP, wellness program, paid sick and vacation time

**Travel Requirements:** None

**Schedule:** Full Time, 40 Hours per week. Evenings, weekends and overnights as necessary. This is a  
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**24/7 residential program. On-Call coverage rotation required.**

**Working Conditions:** This is a blended/hybrid remote/virtual and in-office work arrangement. In person work required. Residential Director must have access to reliable transportation on a daily basis for various off-site meetings.

**Equal Opportunities and Accommodations**

Family Tree is committed to building a workplace where inclusion is not only valued, but prioritized. We're proud to be an equal opportunity employer, seeking to create a welcoming and diverse environment. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, family status, marital status, sexual orientation, national origin, genetics, neuro-diversity, disability, age, or veteran status, or any other non-merit based or legally protected grounds.

Family Tree is committed to providing reasonable accommodations to qualified individuals with disabilities in the employment application process. To request an accommodation, please contact Human Resources at 303-403.5884, or by email at [dberridge@thefamilytree.org](mailto:dberridge@thefamilytree.org)

**Fair Chance Hiring**

We value diverse experiences, including those who have had prior contact with the criminal legal system. We are committed to providing individuals with criminal records a fair chance at employment.

For more information about Family Tree and other open positions please go to [www.thefamilytree.org/careers](http://www.thefamilytree.org/careers).

To apply for this position or other positions please send your resume to [hrjobs@thefamilytree.org](mailto:hrjobs@thefamilytree.org)