



3805 Marshall Street, Suite 100  
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[www.thefamilytree.org](http://www.thefamilytree.org)

## **Connections Program Director**

### **Description**

This position reports to the Vice President in the Homelessness Program. Provides day-to-day administration and oversight of the Family Tree Connections Programs. This includes program management, staff supervision, some intern/volunteer supervision, training and direct service delivery. It is the role of the Connections Program to provide emergency support services to people at risk of and those currently experiencing homelessness, to support program participants as they end their current housing crisis, and to provide supportive services in efforts to prevent future episodes of homelessness, utilizing a Housing First program model

This is a full-time, exempt position with a hiring salary range of \$51,539-\$61,872 per year working primarily Monday-Friday and occasional evenings and weekends. Benefits information can be found on Family Tree's career page at <https://www.thefamilytree.org/careers>.

### **Essential Duties/Responsibilities**

Provide day-to-day program management and administration of Connections Program service delivery. Develop program objectives, procedures, and standards, ensuring the team adheres to contractual requirements and scope of services. Develop goals and implement plans to foster quality programming, positive client impact, and continuous improvement. Lead recruitment, selection, training, supervision, and performance evaluation of program case managers, according to Family Tree policies and procedures. Facilitate regularly scheduled Connections team meetings, as well as regular direct supervision of four Connections Program staff (as well as volunteers as needed). Foster teamwork and integrated services and opportunities within the program and organization. Ensure proper client and file documentation, assist with case reviews and audits.

Oversee social work intern program. Supervise, coach and evaluate interns by conducting meetings one hour per week per intern in accordance with college/university requirement. Supervision may be individual or group, depending on college/university requirements. Develop individual goals with each intern based on program needs. Attend and participate in college/university required intern trainings. Communicate directly with college/university professors to ensure a positive intern experience and a strong partnership with Family Tree

### **Other Duties**

Support Family Tree mission and model Family Tree values of commitment, integrity, accountability, inclusiveness, collaboration and advocacy. Maintain a case load, when necessary, provide and document home-based case management and habitability inspections according to specific program(s) guidelines. Develop, monitor and revise housing stabilization plan with program participants. Understand and adhere to Case Management best practices and standards. May assist with interviewing, assessing and determining program eligibility for people who are homeless or at risk of homelessness. Participate in regular Supervision (by phone or in person) and regularly communicate with Vice President to ensure high quality service delivery, effective problem solving, integration and culture of learning. Attend weekly staff meetings, supervision meetings, on-site and off-site trainings, Expanded Leadership Meetings, Brownbags and other meetings as requested. Adhere to all Family Tree, Inc. established policies and procedures, including those regarding timely reporting of suspected child abuse or neglect and confidentiality of client information. Ensure a safe work environment and follow all safety procedures.



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### **Knowledge, Skills and Abilities**

Bilingual English/Spanish preferred. Bilingual English/Spanish preferred. Must have strong leadership skills. Must have supervised a team of up to five people for one to three years. Demonstrated proficiency in program policies and procedures and case management services. Must understand Trauma Informed Care, which is culturally appropriate, and individualized and strengths based. Must be committed to and skilled at building relationships with under-resourced, at-risk families and individuals. Must be open to learning and adapt well to change. Must be able to establish and maintain working relationships with various community providers and Homelessness Program team members. Must have a valid Colorado driver's license, car insurance, and acceptable motor vehicle record. Must understand and work with the entire household utilizing a 2-Gen or multi-generational approach.

### **Education or Formal Training**

Social Work degree from an accredited university, MSW Preferred with two years post-grad experience.

### **Working Environment**

Due to various funding streams, responsibilities may include but not limited to working with participants in Permanent Supportive Housing, Rapid Re-Housing and Emergency Services. Must be comfortable going into homes that may be under-resourced, not air-conditioned, etc. Must have access to reliable transportation on a daily basis for home visits and various off-site meetings.

Due to program participants' availability, this position schedule requires flexibility, may include afternoon and evening hours, and very occasionally, weekend hours. This is a 40 hour a week position, primarily Monday through Friday, however the position allows for a flexible schedule with a blended remote and in-office work arrangement.

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.

### **Physical Activities**

This position requires visiting homes or locations that may or may not be handicapped accessible. Talking, hearing (ordinary conversation), seeing (read paperwork, computer work.) Manual dexterity sufficient to operate a computer, calculator and telephone. Physically exert force of 10-15 lbs. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Note: Job descriptions are not intended to be an exhaustive list of all duties, responsibilities, or qualifications associated.