



Family Tree Job Posting Permanent Supportive Housing Program Director

Description

This position reports to the Housing and Employment Vice President. The Permanent Supportive Housing Program Director provides day-to-day administration and oversight of Family Tree's Homelessness Programs. This includes program management, staff supervision, some intern/volunteer supervision, training and direct service delivery. In order to help households overcome their housing crisis and prevent future episodes of homelessness, Family Tree Homelessness Program utilizes the evidence-based practice of a Housing First Model. Family Tree Homelessness Programs works with individuals and families within their homes by providing rental assistance, supportive services, resource connections and goal setting.

This is a full-time, exempt position with a hiring salary range of \$55,699-\$66,032 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 program service delivery.
- Develop program objectives, procedures, and standards, ensuring the team adheres to contractual requirements, scope of services and program budgets.
- Develop goals and implement plans to foster quality programming, positive client impact, and continuous improvement.
- Lead recruitment, selection, training, supervision, coaching, and performance evaluation of program case managers, according to Family Tree values, policies and procedures.
- Facilitate regularly scheduled program team meetings, as well as regular direct supervision of up to twelve Homelessness Program Staff (as well as interns and volunteers as needed).
- Responsible for approval and submission of financial requests including rental assistance as well as other supportive services.
- Foster teamwork and integrated services and opportunities within the program and organization. Ensure proper client and file documentation, assist with case reviews and audits.
- 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.

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 (virtually or in person) and regularly communicate with Vice President of Housing and Employment Services 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, integration activities, and other meetings as requested.
- Ensure a safe work environment and follow all safety procedures

- 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
- Must work in partnership with Connections Program Director and Vice President of Housing and Employment Services to ensure all federally and state funded policies and guidelines are implemented at Family Tree.

Knowledge, Skills and Abilities

- Must have experience providing direct oversight to HUD CoC and/or ESG funds utilizing a Housing First Program Model.
- Demonstrated proficiency in Rapid Re-Housing and Permanent Supportive Housing program policies, procedures, and case management services
- Must understand Trauma Informed Care, which is culturally appropriate, 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 the 2Gen or multi-generational approach and work with the entire household.

Education or Formal Training:

A combination of lived experience and professional/educational experience working with vulnerable individuals/families. Or a Bachelor's degree in a human service related field preferred plus one year of experience working with vulnerable individuals/families. Must have strong computer skills; prefer Word, Outlook, HMIS and Access.

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 Prevention Services. Must be comfortable going into homes that may be under-resourced, not air-conditioned, etc. This position requires visiting homes or locations that may or may not be handicapped accessible.

Must have access to reliable transportation on a daily basis for home visits and various off-site meetings.

Due to program participants' and staff 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 can allow for a flexible schedule, with a hybrid remote and in-office work arrangement.

Physical Activities

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.