

Concord Coalition to End Homelessness

**Job Description: Director of Programs**

September 2021

**Position Title:** Director of Programs  
**Reports to:** Chief Operating Officer  
**Supervises:** Resource Center Director; Emergency Winter Shelter Director/Outreach Services Coordinator; Permanent Supportive Housing program staff.  
**Status:** Full-time,  
**FLSA:** Salaried, Exempt

**Job Summary**

The *Director of Programs* is responsible for overseeing the direct-service programs of the Concord Coalition to End Homelessness, ensuring that they are: well-integrated with each other; adhering to evidence-based best practices; and collecting relevant, accurate data. These programs are currently (1) the Homeless Resource Center, (2) the Emergency Winter Shelter, (3) our Permanent Supportive Housing programs (Scattered-site “Housing First Concord” program and Green Street Apartments), and a new Outreach Coordination program.

The Director of Programs is also responsible for creating data reports on program usage for various audiences that are relevant and easy to understand.

The Director of Programs also serves as the public face of CCEH's direct service programs.

**Essential Functions:**

**Resource Center:**

1. Supervise the Resource Center Director, providing feedback, support and periodic evaluations to ensure they successfully manage the case management staff, volunteers, and all aspects of the program.
2. Prepare and analyze statistical reports on Resource Center use as requested for various audiences, including the staff, Board, funding agencies, and the general public

**Emergency Winter Shelter:**

1. Oversee and supervise the Outreach Services Coordinator (OSC), providing feedback, support and periodic evaluations to ensure that they successfully manage overnight shelter staff and all aspects of the program. The OSC will manage the seasonal winter shelter from

December through March and perform outreach activities to people experiencing homelessness the remainder of the year (see below).

2. Prepare and analyze statistical reports on Winter Shelter participants as requested for various audiences, including the staff, Board, funding agencies, and the general public

**Housing First Concord:**

1. Oversee day to day operations of Housing First Concord program and ensure compliance with all program requirements, including proper documentation of client eligibility and services as required by funding sources, including HUD and the State of NH Bureau of Housing Supports
2. Supervise the Housing Stability Specialist; provide feedback, support and evaluations
3. Prepare and analyze statistical reports on Housing First Concord participants as requested for various audiences, including the staff, Board, funding agencies, and the general public

**Green Street Residences:**

1. Oversee and supervise the Resource Center Director's coordination of on-going supportive services to the residents and referrals to the waitlist, including compliance with any funding agency requirements
2. Prepare and analyze statistical reports on Green Street residents as requested for various audiences, including the staff, Board, funding agencies, and the general public

**Outreach Coordination:**

1. Oversee and supervise the Outreach Services Coordinator's day to day activities including periodic visits to encampments and other places people experiencing homelessness reside, and their work to coordinate the flow of information among numerous outreach workers from other Concord-area agencies
2. Supervises the OSC's work to ensure an accurate, continually updated Prioritization List is created and maintained, to be used for tracking the number of people experiencing homelessness, and for case conferencing to find housing solutions for those on the Prioritization list.
3. Prepare and analyze statistical reports on outreach engagements with people experiencing unsheltered homelessness as requested for various audiences, including the staff, Board, funding agencies, and the general public

**Minimum Qualifications**

1. Master's Degree in related field or equivalent experience.
2. Three years' experience in program management in a related field.
3. Strong computer, database and social media skills.

4. NH Driver's License and reliable transportation.
5. Commitment to supporting equity and diversity in the workplace.

### Core Competencies

- **Managing Mission and Goals:** Demonstrates understanding and support of the mission and vision of the Concord Coalition to End Homelessness; talks and conceptualizes beyond the here and now to a larger sense of purpose; is optimistic; helps others own the CCEH mission and vision.
- **Integrity and Trust:** Is widely trusted; practices direct, honest, and transparent communications; maintains confidentiality; admits mistakes; responds to situations with consistency and reliability; is authentic.
- **Interpersonal Relationships:** Relates well to all kinds of people; builds appropriate rapport; builds constructive and effective relationships; considers the impact of his/her actions on others; uses diplomacy and tact; helps others save face in difficult situations; is easy to approach and talk to; avoids communication triangles.
- **Team Orientation:** Demonstrates interest, skill and success in team environments; promotes group goals ahead of personal ones; is a resource to other members of the team; understands and supports the importance of teamwork and takes responsibility for his/her part in the success or challenges of the team.
- **Composure:** Is cool under pressure; does not become defensive or irritated when times are challenging; is considered mature; can be counted on to hold things together during challenging times; can handle stress; is not knocked off balance by the unexpected; doesn't show frustration when resisted or blocked; is a settling influence in a crisis.
- **Conflict Management:** Deals with problems quickly and directly; steps up to conflicts, seeing them as opportunities; reads situations quickly; good at focused listening; settles disputes collaboratively and equitably; finds common ground and gets cooperation.
- **Written and Oral Communication:** Is able to write clearly and succinctly in a variety of communication settings and styles; expresses himself/herself clearly in conversation and interactions with others; summarizes or paraphrases his/her understanding of what others have said to verify understanding and prevent miscommunication.
- **Flexibility:** Is open to different and new ways of doing things; can shift gears comfortably; able to see the merits of perspectives other than his/her own; demonstrates openness to new organizational structures, procedures, and technology; switches to a different strategy when an initially selected one is unsuccessful; can decide and act without having the total picture.
- **Organizing:** Can marshal resources to get things done; can orchestrate multiple activities at once to accomplish a goal; uses resources effectively and efficiently; arranges information and files in a useful manner.
- **Time Management:** Uses his/her time effectively and efficiently; values time; concentrates his/her efforts on the more important priorities; can attend to a broader range of activities.

