



Sacramento Self Help Housing Job Description

Employee's Name:

Job Title: Program Director
Department: Permanent Supportive Housing
Reports To: Deputy Director
FLSA Status: Exempt
Prepared By: HR to Go
Prepared Date: February 2020

Summary: The Program Director of Permanent Supportive Housing oversees an ever expanding, HUD funded permanent supportive housing program for chronically homeless, disabled individuals. The Program Director manages the case management team and house leader team to ensure the smooth and efficient delivery of services to all individuals within the Permanent Housing supportive program. The Program Director is also responsible of ensuring compliance with our funding sources.

Employment decisions of personnel will be made solely on the basis of merit, skill, training, ability, and qualifications without discrimination with regard to: race, age, color, religious creed, gender, genetic information, genetic characteristics, gender identity, gender expression, transgender status, religion, marital status, military status, age, national origin or ancestry, physical or mental disability, medical condition, pregnancy, sexual orientation, or any other consideration made unlawful by federal, state or local laws.

Essential Duties and Responsibilities: include the following. Other duties may be assigned.

- Directs and supports a team of effective Case Managers, Interns, Operation Specialists, General Maintenance staff and House Leaders-
- Conducts weekly one on one sessions with PSH Case Management and Operations Supervisors.
- Conducts performance appraisals for 90 days and annual evaluations of direct reports.
- Maintains oversight of entire Permanent Supportive Housing caseload.
- Reviews and assigns new participants to Case Managers and stays informed of any pertinent issues pertaining to individual cases particularly regarding risks to tenancy.
- Works with Case Managers of the participants to maintain their permanent supportive housing placement.
- Ensures individuals served are treated with dignity and respect.
- Maintains and creates various reports to ensure that guidelines and outcomes are consistent and accurate as requested by each funding source per program.
- Maintains records in HMIS and submits Annual Performance Reports to funders within 30 days of the end of the contract year for each program.
- Ensure that all documentation required to participate in the HUD NOFA process for renewal of existing grants and new funding requests are submitted in a timely manner.
- Serves as the main contact to Sacramento Steps Forward (SSF) when a home is acquired and coordinates with SSF staff to get HUD approval in coordination with the Operations Director.
- Informs all agency parties involved when a house is approved: Housing Acquisition Specialist, Leasing Specialist, Director of Rental Housing, Deputy and Executive Directors.



- Works closely with our property management team to ensure lease enforcement, annual unit inspections and property maintenance.
- Conducts site visits for potential new leased homes with Housing Acquisition Specialist.
- Serves as the main point of contact for all homeowners ensuring the relationship remains intact and the homeowner's needs are met.
- Facilitates various tenant and landlord responsibilities including tenant screening and selection, rent calculations, lease-up, annual recertification, rent collection and tracking.
- Communicates all client and staff crises and changes to the Deputy Director immediately.
- Communicates potential client and staff legal issues to Deputy Director.
- Represents the agency in court for potential client eviction cases.
- Responsible for grant writing, specifically the narrative part of grant proposals.
- Works with the Deputy Director, Controller and Operations Director to ensure budgets are submitted and adhered to.
- Tracks ~~expenses, and~~ expenses and submits billing on time to the Operations Director.
- Attends external meetings related to PSH and the Continuum of Care.
- Responds to after hour and weekend emergency calls and requests.
- Regular, predictable attendance is required.
- Ability to get along and work effectively with others.

Supervisory Responsibilities: Directly supervises the Permanent Supportive Housing staff members. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

Measures of Performance: The Program Director shall be performing in an acceptable manner when the following have been accomplished:

1. *Problem Solving* – Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.
2. *Technical Skills* – Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others; Effectively applies technical knowledge to solve a range of problems; Possesses an in-depth knowledge and skill in a technical area; Develops technical solutions to new or highly complex problems that cannot be solved using existing methods or approaches; Is sought out as an expert to provide advice or solutions in his/her technical area.
3. *Customer Service* – Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.
4. *Interpersonal Skills* – Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.



5. *Oral Communication* – Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Tailors the content of speech to the level and experience of the audience; Uses appropriate grammar and choice of words in oral speech; Organizes ideas clearly in oral speech; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.
6. *Written Communication* – Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.
7. *Teamwork* – Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed; Listens and responds constructively to other team members' ideas; Offers support for others' ideas and proposals; Is open with other team members about his/her concerns; Expresses disagreement constructively.
8. *Organizational Support* – Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.
9. *Judgment* – Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.
10. *Planning/Organizing* – Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.
11. *Professionalism* – Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience: Bachelor's degree (B.A.) from an accredited four-year college or university, and at least two years of related work experience and/or training; or equivalent combination of education and experience. Must possess a minimum of 2 years Supervisory Experience. Preferred experience with maintaining compliance within Supportive Housing Programs, homelessness issues, domestic violence, and poverty issues. Excellent organizational skills to manage on-going projects concurrently with the flexibility to manage frequent changes.

Language Skills: Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to



questions from groups of managers, members, governmental bodies/boards and the general public.

Mathematical Skills: Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability: Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills: To perform this job successfully, an individual should have knowledge of Internet software, desktop publishing programs and strong experience with Microsoft Office Suite of products including Word, Access and Excel. Knowledge of basic office equipment should include: Internet and email, copy and fax machines and telephone. Preferred ability to quickly learn new software and tracking systems.

Certificates, Licenses, Registrations: A current CA driver's license and proof of auto insurance are required.

Physical and Emotional Demands: 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. The inability to cope with a stressful work environment does not constitute a protected disability.

While performing the duties of this job, the employee is frequently required to sit. The employee is occasionally required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl and talk or hear. The employee must occasionally lift and/or move up to 15 pounds. Must be able to travel with luggage and be able to transport materials and personal overnight supplies. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

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 noise level in the work environment is usually noisy.

Acknowledgements: I have reviewed and understand the above job description and believe it to be accurate and complete. I also understand that the company retains the right to change this job description at any time. I also understand that this job description is not a contract for work.

I certify that I possess all the "Essential Requirements" of the job outlined herein, except as noted here (If none, so state): _____

I certify that I am fully capable (with or without a reasonable accommodation) of performing all of the essential functions documented herein, and I do not have a physical or mental disability that would



jeopardize the health and or safety of my co-workers.

I do not require an accommodation in order to perform the essential functions of this job as indicated in this job description.

I require an accommodation in order to perform the essential function of this job as indicated on this job description. The accommodation I require is:

I certify that I am fully capable of completing all the responsibilities documented herein, and I do not have a physical or mental disability that would jeopardize the health and or safety of my co-workers.

I understand, and fully agree, that this job description does not constitute a written or implied contract for employment and that my employment relationship with the company is "at will," for an unspecified duration, and may be terminated at any time by me or the company as specified by Section 2922 of the California Labor Code.

I understand that I am an exempt employee and therefore, may be required to work in excess of 40 hours per week without overtime compensation.

Employee's Signature

Date

Supervisor's Signature

Date