



Job description for the position of

PROGRAM DIRECTOR (CASE MANAGEMENT + COMMUNITY PARTNERSHIPS)



POSITION SUMMARY

The Program Director is a trusted self-starter who understands that relationship building, effective communication, planning, and connecting with community are the key ingredients to client support. Working in partnership with direct services and administrative team members, the Program Manager will provide guidance, coaching, training, professional development, and supervision to the Case Management department. The Program Manager will also work to increase the presence of Newhouse in community spaces to share our mission and connect with like-minded individuals or agencies to support those endeavors.

As an advancer of projects, the Program Director will bring diverse groups/community partners together around a common goal of supporting Newhouse clients through collaboration and innovation. With acute attention to detail, timely communications, an interest to develop external and internal partnerships, the ability to multi-task, delegate, and coach team members, along with the drive to build and create the most robust and engaging program, the Program Manager is an essential member of the Newhouse team.

Managing operational and interpersonal functions and responsibilities will include but are not limited to recruiting and interviewing staff candidates, monitoring staff performance and providing regular and timely feedback, completing quality checks on documentation and data entry, and ensuring we are meeting grant requirements and strategic goals for the department.

The Program Director will report to and work closely with the Chief Operating Officer.

SCHEDULE + BENEFITS

- This is a full-time, salaried position (starting at \$68, 000)
- Monday through Friday, (mostly a 9am-5pm schedule with some evening/weekend work from time-to-time to support community partnerships/resident offerings)

Qualified applicants for this position will participate in a regular on-call schedule, and there are times that a different temporary work schedule may be required depending on shift coverage. As a 24x7 operation, the hotline and advocacy office must always be staffed.

Newhouse pays 100% of employee health and dental benefits and matches 401(k) contributions 4% (following a 90-day qualifying period for enrollment). We offer an EAP (Employee Assistance Program), and a generous PTO package starting at seven weeks of PTO per year and a two-week sabbatical after one year of employment. Newhouse also has an executive chef on staff and provides three hot meals to residents that shelter staff can also enjoy.

PRINCIPAL ACCOUNTABILITIES

Supervision of assigned staff members

- Provide leadership, supervision, and evaluation in weekly one-on-one meetings to Advocacy Manager and Case Management staff
- Coordinate and monitor caseloads within a multi-disciplinary team.
- Able to effectively organize and prioritize tasks, details, and assignments to meet deadlines
- Must possess executive maturity, sound judgment, professionalism, and act as a team player.
- Provide on-call phone services to address emergency situations when scheduled on rotation.
- Proven history of self-directed work with limited supervision to improve processes, client experience, and overall client operations.
- Conduct annual performance appraisal with each assigned staff member, problem solve issues and addresses job related concerns.
- Train staff on current initiatives and oversee the implementation of processes.
- Address client concerns and crisis situations while providing guidance to staff.
- Cultural responsiveness and excellent interpersonal, communication, decision-making, and assessment skills. Actions, words, and behaviors are aligned and delivered in a trauma informed way.

Other Agency responsibilities

- Attend meetings as scheduled (Treatment review, health + safety check-ins, consultation meetings) to provide trauma-competent perspective for interdisciplinary team and emotional support for client.
- Collaborate with an interdisciplinary team to support community referrals, as needed.
- Attends trainings as required by agency and licensing board (if applicable).
- Alignment and adherence to the Newhouse mission, vision, values, and organizational culture.
- Maintain knowledge of Jackson County resources and provide appropriate referrals to address barriers to stable housing and employment, i.e., medical, mental health, chemical dependency, domestic violence, education, immigration, and children's issues.
- Maintain accurate documentation ensuring that all notes and documentation are entered in a timely manner but no less than weekly.
- Partners with community agencies to provide activities and services that support our clients.
- Shares creative ideas to enhance and grow service delivery, business opportunities, and team culture.
- Create a safe, structured, and supportive environment for residents and children in shelter and in non-residential services
- Follows the employee handbook, direct services guidebook and uses the resident guidebook as a framework for expectations and engagement with clients.
- Demonstrated problem solving, conflict mediation, and crisis management skills.
- Ability to set appropriate boundaries be adaptable and flexible, and maintain calm demeanor in a fast-paced, high-stress setting/situations.
- Knowledge and understanding of domestic violence through educational and/or experiential learning.
- Highly motivated, resourceful, flexible, and possesses a positive attitude.
- Ability to maintain good working relationships with clients, employees, and external supporters.
- Knowledge and practice of non-violent methods of regulation and behavior correction.
- Willingness to explore community resources that are available to support families in shelter.
- Experience with recruiting, interviewing, and delivering performance evaluations.
- Develops a community education and awareness program for schools and non-profit partners.

EXPERIENCE, ABILITIES + QUALIFICATIONS

- Comfortable in a high performing, fast-paced and quickly growing organization; demonstrated ability to achieve high performance goals, meet deadlines and adapt to changing circumstances.
- Dedicated to the details and masterful at multi-tasking.
 - Ability to organize and prioritize tasks to meet deadlines.
 - Proven ability of political navigation, and written + verbal communication skills to build strong relationships and negotiate challenging situations.
 - Proven history of self-directed work to improve processes and procedures and excellent understanding of business processes and operations.
 - Must possess executive maturity and sound judgment.
 - Strong strategic and analytical skills.
 - Integrity, honesty and high ethical standards.
 - Keen interpersonal skills, utilizing Trauma Informed Care and Inclusive Culture of Belonging models.
 - Computer literacy, including MS Office, and the ability to use basic computer programs to enter accurate and timely information into shelter database.
 - Bilingual in Spanish and English preferred

KEY SUCCESS MEASURES

<p>Flexibility + Adaptability</p>	<p>Open to new ideas, processes, and ways to get work accomplished. Demonstrates resourcefulness to solve problems and meet goals. Can effectively respond and adapt to new people, responsibilities, and environments. Professionally navigates unanticipated obstacles. Works effectively under pressure and casts a calming influence on others.</p>
<p>Culture of Teamwork + Collaboration</p>	<p>Leverages the diverse voices, skills and experiences of the team to advance the mission. Promotes an exchange of ideas. Motivates and unites team members through positive encouragement and honest feedback. Works cooperatively with others even when varying opinions are present. Trusted to take problems to the source and not participate in gossip or divisive behaviors. Offers assistance to colleagues when help is needed and asks for help when needed.</p>
<p>Communication</p>	<p>Expresses views both verbally and in writing that are clear and concise. Uses the appropriate medium to share information and understands proper email etiquette. Maintains a high degree of self-awareness around tone and body language. Actively listens, doesn't interrupt, and practices empathy. Exudes confidence in a friendly and approachable manner. Is succinct in communications, recognizing time is a valuable resource for all.</p>
<p>Boundaries + Self Care</p>	<p>Exhibits a survivor-centric approach to our mission, while maintaining appropriate boundaries with residents, staff, volunteers, and community partners. Actively practices self-care by preserving work/life boundaries and seeks assistance/support when feeling overwhelmed.</p>
<p>Inclusive Culture of Belonging</p>	<p>Models "being you is your superpower." Values and respects those we serve and each other. Creates space to address and celebrate our shared humanity and builds a bridge to a greater level of empathy. Sees other's unique contributions,</p>

	connects with coworkers, residents and volunteers. Supports others in their daily work and advancement and shows pride in the organization's values and purpose.
Commitment to Excellence + Integrity	Demonstrates an ambitious commitment to accuracy, thoroughness, and leveraging of best practices. Holds self and others accountable to commitments and goals. Takes responsibility and generates trust. Acts with honesty and owns mistakes. Documents work as needed and in a timely fashion. Works effectively under pressure and approaching deadlines. Strives to learn and apply new things to advance our work. Actively seeks opportunities to improve self. Willingly shares competencies with others.
Decision Making + Problem Solving	Resourceful, evaluates options, is able to anticipate next steps, and knows when to be independently versus collaboratively decisive. Does not get stuck in analysis paralysis and seeks support from team members when needed. Diligently thinks through problems and takes into consideration the potential positive and/or negative impacts to our residents, team, reputation, financial resources, and commitment to excellence when making decisions.
Creativity + Innovation	Understands innovation is the cornerstone to growth and longevity. Breaks the mold of the status quo with outside the box thinking to improve processes and service delivery. Is not afraid to take calculated risks and learn from mistakes. Balances creative thinking with practical application, modeling Newhouse's goal to be an industry Trailblazer.
Relationship Management	Uses appropriate interpersonal styles and communication methods to work effectively with co-workers, residents, community partners, and volunteers. Builds networks and alliances to obtain cooperation. Is even-tempered and keeps control of his/her emotions and behaviors, even in high-pressure situations. Understands the environment at Newhouse is one of healing and recovery. Practices trauma informed care in all areas of work.
Confidentiality	Properly maintains the privacy of our location and all clients' personal information. Readily adapts to new procedures to ensure confidentiality is maintained.
Coaching + Mentoring	Inspires, motivates and guides others to action. Creates a sense of job ownership by providing clear expectations, feedback, mentoring, and training to help individuals grow and thrive. Makes time to coach employees and improve their work performance. Actively seeks feedback from staff with an openness to hear opportunities for improvement.
Financial Management	Manages and monitors budget effectively. Identifies cost-effective approaches to business operations without sacrificing quality. Understands key financial indicators tied to organizational success. Follows financial policies.
Team Leadership	Communicates the vision and objectives of the organization and workgroup through all activities and behaviors; encourages and supports individuals and teams through periods of change; motivates individuals and teams to achieve high levels of performance; creates an environment where people are empowered and encouraged to innovate and work as a team.

WORK CONDITIONS

Work conditions are typical of those in an office setting. There may be extending periods of sitting, standing, walking up and down stairs and/or traveling on the elevator. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Our client base is from varying backgrounds, physical and mental health conditions, and staff must be able to maintain composure in stressful situations. Staff may be subject to noises such as others speaking or children playing, given the shelter's communal living structure. There are times the shelter must go into privacy mode for the privacy or safety of staff/residents. The intercom system is used to communicate these needs.

EDUCATIONAL REQUIREMENTS

Bachelor's Degree Required. Minimum of two years relevant experience in program development or like role.

AT WILL EMPLOYMENT

There is no minimum period of employment guaranteed or implied by acceptance of an employment offer. It is the policy of Newhouse that employment is at will, which means that employment is for no specific term and that employment may be terminated by the employee or Newhouse at any time without cause.

EQUAL OPPORTUNITY + AFFIRMATIVE ACTION EMPLOYER

Newhouse is an equal opportunity and affirmative action employer. We celebrate diversity and know that in serving a diverse population and employing a diverse team, we position our organization and community to thrive. We promote diversity of thought, culture and background and are committed to a work environment of belonging that gives voice to, supports, inspires and respects all individuals.

Employment at Newhouse is solely based on a person's aptitude, qualifications and professional competence. We do not discriminate on the basis of race, color, ancestry, national origin, religion or religious creed, mental or physical disability, medical condition, genetic information, sex (including pregnancy, childbirth, and related medical conditions), sexual orientation, gender identity, gender expression, age, marital status, military or veteran status, citizenship, or other characteristics protected by state or federal law or local ordinance.

TO APPLY

Send your resume and cover letter to apps@newhousekc.org with the subject line "Program Director."

Note: This position description is not intended to be all-inclusive. You may be required to perform other related duties within your skill set as negotiated and/or directed to meet the ongoing needs of your department and the organization.

I have read and understood the duties and expectations as described in this position description.

Employee Printed Name

Signature

Date