



JOB DESCRIPTION

DEPARTMENT:	Community Services
POSITION TITLE:	Program Director of Three-County Continuum of Care
POSITION CLASSIFICATION:	
LOCATION:	Greenfield (requires travel)
STATUS:	Exempt
SUPERVISOR:	Director of Community Services

POSITION SUMMARY

Oversees all aspects of the Three-county Continuum of Care (COC). The Director works with the COC Board, Committees, and over 25 COC member agencies to employ strategies for carrying out the goals of the COC and obtaining positive outcomes in addressing homelessness. Responsible for compliance with and oversight of a national program and federal regulations. Also works with various governmental entities and other community stakeholders to advance the federal, state, and local plans to end homelessness.

ESSENTIAL QUALIFICATIONS

- Bachelors' degree in Public Administration, Social Work, Public Policy or related field
- 5 years of post-degree experience in human services/nonprofit sector or
- Master's degree and a minimum of three year' post-graduate experience in human services/nonprofit sector.
- 5 years' experience in grant compliance and contract management; fiscal and program management related to human services; data collection and reporting, and administration or management experience with large collaborative projects.
- 3 year's senior leadership experience, especially related to working collaboratively with multiple stakeholders, supervision, budget, and administration.
- Additional appropriate education may be substituted for experience or additional directly related experience may be substituted for education.

ESSENTIAL RESPONSIBILITIES

Continuum of Care Oversight

1. Coordinate the work of the COC Board to provide leadership and management of the COC.
2. Build and maintain relationships with community stakeholders and partners that further COC goals.

3. Assist in the planning, coordination, and evaluation of activities associated with local, state, and federal plans to end homelessness.
4. Assist in the development and implementation of common outcome measures for programs addressing homelessness.
5. Oversee the COC membership application process.
6. Facilitate and/or participate in General Membership and COC Board meetings; manage and staff COC committees and COC Board.
7. Participate and work in collaboration with Western MA Network to End Homelessness by attending meetings and actively participating in one or more committees.
8. Identify and implement continuum wide trainings.
9. Represent the COC at various community meetings, coalitions, and conferences.
10. Ensure consistent communication to internal and external partners.
11. Respond to inquires and educate stakeholders about the COC.
12. Research, identify, and prepare applications for additional funding sources to meet COC goals.
13. Assist in the management of the annual HUD Continuum of Care of Funding Availability (NOFA).
14. Assist with performance monitoring and review of grants funded through community processes.
15. Assist in developing reporting, monitoring, and technical assistance procedures.
16. Plan and oversee special events including Point-in-Time count (PIT) and completion of Housing Inventory Count (HIC).

Contract Management

1. Monitor sub-grantees' program and financial performance to identify and trouble shoot issues.
2. Ensure compliance with contractual obligations as well as state and federal regulations.
3. Review financial status reports and ensure timely payments.
4. Coordinate and facilitate sub-grantee meetings on a regular basis to discuss program progress and challenges.
5. Organize and maintain program records (i.e. contracts, payment requests, etc).
6. Respond to requests from funders and other stakeholders.
7. Ensure timely submission of reports to funders.
8. Ensure required data and reports are adequately prepared in a timely manner and meet funding requirements.
9. Fiscal management for \$1.6 million + contract including regular reporting.

Other Responsibilities

1. Inspire and motivate others to achieve increasing levels of performance excellence. Take an active leadership role in valuing and promoting different perspectives and opinions and approaches throughout the agency.
2. Work as a team with department coordinators to support, enhance and promote communication and consistency in the delivery of services.
3. Comply with agency and funders' paperwork requirements and procedures
4. Attend regularly scheduled supervision and program meetings.

5. Attend mandatory agency trainings and other relevant trainings
6. Participate in professional development activities and team meetings.
7. Maintains strictest confidentiality.
8. Performs related work as required.

This does not cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Other duties, responsibilities and activities may be adjusted to meet the operational needs of the agency.

SKILLS REQUIRED:

- Experience in the management of state and/or federal grants.
- Knowledge of and experience in homelessness and housing issues and programs.
- Highly organized with ability to work independently and complete assignments in a timely manner.
- Ability to work with different sectors of the community to accomplish shared goals and outcomes.
- Exceptional time management skills with ability to multitask; ability to work well under pressure, prioritize workload, and meet deadlines.
- Demonstrated ability to take initiative, think strategically, and work collaboratively and independently with minimal supervision.
- Demonstrated ability to manage and facilitate collaborative decision-making processes.
- Strong analytical skills and ability to measure and evaluate program performance.
- Understanding of data management: data capture, tracking methods, analysis.
- Excellent group facilitation skills
- Strong public speaking skills
- Excellent written and verbal (in-person and phone) communication skills.
- Knowledge of social services in Berkshire, Hampshire, Franklin County and the North Quabbin regions.
- Strong computer skills including proficiency in core Microsoft Office products – Word, Excel and Powerpoint.
- Sensitivity to cultural and socioeconomic diversity and the needs of individuals with low incomes.
- Understanding of poverty and its impact on individuals and families.
- Ability to travel throughout the service region.

PHYSICAL DEMANDS AND WORKING CONDITIONS:

The physical demands and work environment described below 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.

- Requires sitting for long periods of time.
- Working in office environment.
- Some bending and stretching required.
- Extensive use of telephone required.

- Manual dexterity required for use of calculator and computer keyboard.
- Must be able to lift from 20 – 30 lbs
- Specific vision abilities required by this job include vision, color vision and the ability to adjust focus.
- The work environment includes indoor office environments or comparable spaces, and community spaces, with occasional exposure to outdoor weather when traveling to outreach or meeting sites. The noise level varies by site.

Employment is contingent upon successful completion of Criminal Offender Record check (C.O.R.I.) prior to hire and every three years. Evidence of a good driving record and ability to be covered under Community Action’s non-owned and hired vehicle policy.

EMPLOYEE NAME (PRINT)

EMPLOYEE SIGNATURE

DATE