



Job Title: Program Director

Classification: Full time. Exempt.

Reports To: Operations Director

Date: January 2010

Hearth Connection is an innovative non-profit working to end homelessness. Hearth Connection works collaboratively with government, service providers, foundations, housing organizations, and the people who obtain housing as a result of Hearth Connection's work.

Attributes Expected of All Employees

- **Initiative:** Demonstrates initiative and leadership; takes responsibility for outcomes; motivates others; is results focused.
- **Relationships:** Builds trust based relationships; supports teamwork and collaboration. Anticipates, understands and meets the needs of Hearth Connection stakeholders/customers/participants, and seeks to incorporate their feedback regularly.
- **Values:** Acts fairly and with honesty and integrity; manages community investments in Hearth Connection responsibly. Promotes a diverse environment in which people recognize and achieve their own potential and appreciate the perspectives and contributions of others.
- **Decision making:** Uses data for decision making; analyzes issues; is persistent and creative in problem solving; handles complexity well.
- **Communication:** Demonstrates an understanding of Hearth Connection service model and the role of an intermediary, conveys the mission and inspires others; expresses ideas and information accurately and concisely, in writing and orally, and listens well to others.

Position Purpose

The Program Director leads program design and delivery, strengthens community relationships and manages the Regional Managers who are responsible for relationships with supportive service providers and regional stakeholders to promote delivery of the highest quality of supportive housing and best possible outcomes for participants. Additionally, they support the governance structures of the regional projects, represent Hearth Connection in key regional activities, and manage execution of systems change priorities.

Principal Responsibilities

- **Develop and implement a strategic vision** for working with government partners and community allies to effectively manage regional projects and remove systemic barriers, improving housing stability, recovery and prosperity for participants.
- **Ensure that the organization's provider partners receive high quality support** through one-on-one relationships, opportunities for shared learning and removal of systemic barriers.
- **Manage relationships with primary providers to ensure achievement of participant health and housing goals**, including
 - Monitor service delivery quality of provider staff and adherence to the Hearth Connection service model;
 - Assist with resolution of problems;

- Use and distribute effective performance measurement tools to monitor and improve services for participants and to enable providers to improve their performance.
- Develop and facilitate training;
- Implement regular provider audits;
- Document best practices, policies and procedures and facilitate their adoption by providers.
- **Effectively manage the Regional Managers** to achieve the organization's mission and goals, including hiring, training, coaching and supervising Regional Managers.
- **Manage grant funds** within guidelines provided by grant providers.
 - Train, communicate with and educate providers to ensure provider documentation, reporting and compliance with service and housing grant requirements.
 - Train Hearth Connection staff about reporting and compliance requirements as necessary to fulfill their responsibilities.
- Participate actively and constructively in the **Leadership Team** to develop the organization's operations plan and priorities, problem solve, and assess and prioritize systems change and new business opportunities.
- **Lead** Hearth Connection's consumer advisory strategy.
- Other duties as assigned.

Each year the Program Director, in consultation with the Operations Director, will set specific goals to carry out these responsibilities.

Required Qualifications

- Demonstrated leadership ability including supervisory experience, and experience working in collaboration with multiple parties with diverse interests.
- Knowledgeable about solutions to homelessness, including services, funding streams, advocacy, and state and federal policy regarding supportive housing, homelessness and poverty.
- Programmatic leadership experience including policy development, management and/or supervision of staff.
- Excellent organizational and oral and written communications skills.
- Ability to manage projects independently and effectively prioritize multiple tasks.
- Ability to identify trends, and collaboratively develop strategies to address those needs.
- Strong influencing skills both within and outside the organization. Ability to drive consensus and manage people through change.
- Strong computer skills and experience with Windows-based applications including Microsoft Word and Excel. Prefer experience with Microsoft Outlook and Access or similar programs.
- Eagerness and ability to be proactive and demonstrate grace under pressure.
- Ability to contribute to the team approach of the organization. Ability to support the contributions of other members of the team.
- Ability to maintain confidentiality of sensitive materials and information.

The knowledge base and expertise required for this position may be acquired by a combination of education and work experience.

Must be able to travel within the twin cities and state on a regular basis and within the country occasionally to build relationships and accomplish work objectives. This position requires public speaking and the ability to regularly use the computer and telephone.

The statements above are not intended to list all functions and qualifications of this position. Rather, they provide a general framework of the requirements of the position.

Hearth Connection is committed to affirmative action and to a policy of equal treatment and opportunity in every aspect of its relations with staff members and prospective employees and will not discriminate against applicants for employment because of race, creed, color, national origin, age, disability, marital status, sex or sexual orientation. Hearth Connection encourages applicants representative of the culturally and ethnically diverse communities Hearth Connection serves.

Curious? Interested?

Send resume to

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