



POSITION TITLE:	PROGRAM DIRECTOR Clare House
FLSA:	EXEMPT
REMOTE:	IN-PERSON
MEDICAID:	YES
CREATED DATE:	2015
REVISION DATE:	1/2024

POSITION SUMMARY

Clare House is a 24-hour shelter providing supportive services for women with children and expectant mothers who are unhoused. The Program Director is responsible for management of the program in a manner that supports 2Gen, Strengthening Families, Motivational Interviewing, and Trauma Informed Care. Responsibilities include oversight of supportive services; supervision of employees; supporting volunteers; and compilation and submission of statistical information and activity reports for the program. The Program Director guides staff in their work of providing services and ensures services are provided in an environment that is trauma informed and conveys a message of dignity and respect for clients, staff, and visitors.

ABOUT US

CSS is a Catholic human and social services agency and behavioral health care provider that welcomes people of all faiths through its programs and employment. We provide help for our Alaskan neighbors through a variety of supportive service programs, including emergency shelter, food stability, housing, case management, and refugee assistance. CSS empowers individuals and families on their path to permanent stability, creating thriving communities for all. Located in Anchorage, Alaska, CSS is a nationally accredited organization through the Council on Accreditation (COA), which recognizes that CSS provides high quality services that meet best practice standards in the social service field.

Mission: We compassionately serve those in need, strengthen individuals and families, and advocate for the common good.

Vision: All Individuals and Families are Flourishing.

Impact Statement: Catholic Social Services empowers individuals and families on their path to permanent stability, creating thriving communities for all.

Guiding Principles: - Catholic Social Teachings - Reverence for humanity - Striving for excellence - Empowering personal fulfillment - Strengthening through collaboration

ABOUT OUR PROGRAM/DEPARTMENT

Clare House operates 24 hours a day, every day of the year, serving women with children and expectant mothers who are unhoused. The shelter provides individual rooms along with food, clothing, and other personal hygiene items for up to 23 families at a time. Program staff facilitate many types of services designed to assist families with recognizing their resilience and build assets to move into permanent housing and remain stable. Must love kids! Children make up about two thirds of the people staying in the program; there are youth focused activities hosted in the facility and community. Staff embrace a team spirit and enthusiastically support one and other to contribute to a thriving community.

REQUIRED COMPETENCIES

Accountability: Takes ownership for delivering on commitments; accepts responsibility for mistakes and uses them as opportunities for learning and development; openly discusses his/her actions and their consequences both good and bad; has an ability to identify strengths and developmental opportunities and leverages insight to adjust to improve their effectiveness; courage to have difficult conversations.

Initiative: Ability to identify the need for change and take steps to begin and follow through with plans to make the change.

Innovation: Brings about new ideas, methods, products, services, or solutions that have a significant positive impact and value. Transforms creative concepts into tangible outcomes that improve efficiency, and effectiveness, or address unmet needs.

Adapting to Change: Accepts and adapts to change in a professionally appropriate and thoughtful manner. Is willing to offer a different perspective or approach and yet knows when and how to stand down graciously and accept a well-thought-out decision. Embraces change.

Confidentiality: Maintains the highest level of confidentiality regarding CSS's records and information. Appropriately uses internal confidential information for business purposes only.

Communicating Effectively: Shares information. Listens and involves others. Clearly conveys ideas in a manner that engages others and helps them understand and retain the message.

Cultural Humility: Practices self-reflection and mindfulness of power imbalances in service delivery. Seeks to learn from others and build relationships based on mutual respect.

Decision Making/Judgment: Approaches problems and decisions methodically and objectively; involves others as needed; uses sound judgment in making decisions and understanding the impact to themselves, customers, their team, and the organization; conducts the appropriate analysis to identify the symptoms and root cause of issues; makes timely decisions.

Delivering High Quality Work: Makes sure responsibilities central to the role meet all requirements and expectations. Finishes tasks promptly and critically reviews work to ensure quality and accuracy. Considers impact of work to others and takes steps to mitigate.

Results Orientation: Is focused on outcomes and accomplishments; follows through on commitments; can be counted upon to successfully execute on goals; motivated by achievement and a need for closure; has an attention to detail and is both efficient and effective in achieving a high level of measurable outcomes; persists in achieving goals despite obstacles.

Teamwork: Interacts with people effectively. Encourages and respects the input of all team members. Communicates openly and honestly. Cooperates within the team and across the agency.

Stress Tolerance: Displays emotional resilience. Deals with difficult and adverse events while maintaining professionalism and caring. Responds appropriately in the face of tension, emotion, and resistance. Seeks support from others when necessary and uses appropriate coping techniques.

Empathy: Provides empathy towards clients who are receiving services. Focuses on individualizing care based on people's needs. Provides nonjudgmental services.

Knowledge Of:

- Supervision and leadership practices that create high performing teams
- 2Gen, Strengthening Families, Motivational Interviewing, and Trauma Informed Care.
- Child development, birth through adolescence.
- Considerations serving children experiencing homelessness.
- Developmental screenings and assessments for children.

- Positive parenting techniques.

Skills:

- Ability to read, interpret, and apply rules, regulations, and best practice standards.
- Professional verbal and written communication skills.
- Proficient use of Microsoft Office products.
- Able to build relationships and make others feel valued.
- Goal and outcome oriented.
- Able to think critically, identify problems, and offer solutions.

RESPONSIBILITIES:

1. Program Implementation/Design and Development/Evaluation: Fulfill program mission. Operate within mission/philosophy of agency. Implement program goals and objectives. Evaluate and measure outcomes of program services. Utilize data to inform recommendations and changes. Recommend program service adjustments to Sr. Director of Supportive Family Services. Adjust service delivery based on changes to grant requirements, best practice standards, and continuous quality improvement activities.
2. Planning: Monitor needs assessments and design strategies for service delivery. Draft program goals, objectives, and methodologies. Work with agency and staff personal on planning and training for Emergency Response.
3. Fiscal Management: Monitor all financial reports; code and approve check requests, assist with cost/fee analysis; assist Sr. Director of Supportive Family Services with long range financial planning. Operate within an approved budget. Complete duties within timelines and budget. Ensure productivity targets are met.
4. Client services: Ensure client services meet program standards through regular case supervision, record reviews, and client feedback. Ensure accurate and timely data entry in Apricot database and other record systems.
5. Client Advocate: Attend to specific client needs as necessary, act as advocate on behalf of population served and/or individual clients, when necessary. Hear and address client grievances. Assist staff with complex problem solving around clients' needs utilizing the resources of the program and strengths of the staff.
6. Facility Management: ensures services are provided in an environment that is trauma informed and conveys a message of dignity and respect for clients, staff, and visitors. Monitor facility needs, maintenance requests, and ensure proper environmental scans are being performed.
7. Personnel Management: Recruit, screen, hire; train, coordinate continuing education; support, supervise, evaluate; oversee health, morale, and welfare; discipline and separate staff. Approve leave requests, authorize timesheets, handle other personnel actions. Draft/amend job descriptions. Meet regularly with direct reports and build a rapport with staff across the program with an emphasis on a teamwork approach.
8. Policies, Procedures, and other Regulations: Monitor and comply with all agency, municipal, state, and federal regulations regarding program operations and/or funding requirements/restrictions. Draft/implement/enforce appropriate program policies and procedures. Uses data and other reporting tools to monitor operations.
9. Professional Development: Work with Sr. Director of Supportive Family Services to develop, implement, and update a professional development plan.
10. Inter/intra agency relations: Attend agency Directors' meetings, and other meetings/events as required. Network with other providers and attend community meetings on behalf of the agency as needed. Act as liaison between program and the rest of the agency. Provide leadership in community networking.

11. Presentations: Develop and present presentations to community groups, faith-based groups, university students and more around Clare House services.
12. Community Collaboration: Ensure the program culture promotes community civic engagement for donors and volunteers.
13. Reporting: Submit narrative, statistical, grant, and other reports as required. CQI measurements monthly.
14. Other duties as assigned.

QUALIFICATIONS:

- Bachelor's degree in child development or applicable field and two years applicable experience required to perform the duties of the position or six years' minimum applicable work experience, two of which must be in child development.
- Minimum of one year of supervisory experience required.
- Employment is contingent upon receipt of a satisfactory state and federal background check and approved National Provider Identifier Standard (NPI) status.
- Possess a valid Driver's License.

WORK ENVIRONMENT

Rarely = 0 to 15% of the job.	Occasionally = 16 to 45%.	Frequently = 46 to 100%.
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Work environment: The work environment is busy and high energy. The physical site is a shelter with 23 individual rooms with other shared spaces for laundry, food preparation, and dining. May be subjected to interruptions throughout the workday.

Physical demands: Occasional lifting of up to 25 pounds. Frequently sitting or standing at a desk for several hours at a time. Driving is required.

Travel: Travel out of Alaska is rare. Frequent travel within Anchorage is required.

Location: Clare House, 4110 Spenard Road, with occasional travel to other CSS locations in Anchorage.

<i>Employee Name</i>	/	<i>Employee Signature</i>		<i>Date</i>
<i>Supervisor Name</i>	/	<i>Supervisor Signature</i>		<i>Date</i>