



Heading Home

Job Title: Program Director
Program: Gateway Center Phase I
Reports To: Gateway Center Phase I Executive Director
Hours:
Pay:

Exempt

Position Summary: The Gateway Center Phase I Program Director shall supervise and lead all shifts, ensuring the provision, implementation, and ongoing operation of all Gateway Center Phase I shelter program services.

Essential Duties & Responsibilities of a Program Director include:

- Reports to Gateway Center Phase I Executive Director
- Supervise all Shift Supervisors, CPSWs, Case Managers, Housing Navigators, Security Guards, HMIS staff, food service and custodial staff; this supervision includes delegation of responsibilities to other staff as deemed appropriate
- Ensure all programmatic and organizational policies and procedures are adhered to by Gateway staff
- Responsible for performance planning and evaluation of Gateway Phase I in coordination with Gateway Executive Director and other designated personnel and organizations
- Assist in the recruitment, interviewing, hiring, and termination of Gateway Phase I staff
- Responsible for bi-weekly payroll process as required
- Create weekly program staff schedules
- Participate in regular meetings related to design and programming with architects, and FCS
- Participate in regular meetings with FCS to evaluate and revise as needed admin. policies and operations
- Participate in regular meetings with other service providers to facilitate efficient coordination of services for Gateway guests
- Participate in neighborhood meetings of five adjacent Neighborhood Associations and District 6 meetings
- Support implementation of Good Neighbor agreement between CABQ and Neighborhood Associations
- All other duties assigned

The responsibility of all Heading Home employees includes the following:

- Always represent and promote Heading Home in a positive and professional manner
- Maintain good attendance and punctuality in keeping with Heading Home policies
- Attend all staff and organizational meetings as required
- Observe and practice safe work habits and practices in compliance with regulations, statutes, and organizational policies
- Maintain client, resident, guest, and organizational confidentiality in compliance with organizational policies and procedures
- Read, understand, and comply with all guidelines of the Heading Home Employee Handbook

Qualifications:

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

Skills:

- Knowledge of Microsoft Word, Excel, PowerPoint, and Outlook.
- Knowledge of area service providers and community resources.
- Knowledge of similar community programs.
- Ability to communicate effectively orally and in writing.

Other Requirements

- Valid New Mexico driver's license and reliable transportation.
- Ability to navigate stairs, ladders, ramps, and uneven terrain.
- *CPR/ First Aid Certification or ability to become certified within 30 days of hire.

This job description does not constitute an employment agreement between the employer and employee. This document is subject to change by the employer as the needs of the employer and requirements of the job change.

Signature: _____ Date: _____
Gateway Center Phase I Program Director

Signature: _____ Date: _____
Gateway Center Phase I Executive Director