



## **Heading Home**

**Job Title:** Executive Director  
**Program:** Gallup - Lexington Hotel  
**Reports To:** Chief Operations Officer  
**Hours:** Salaried

Exempt X      Non-Exempt

### **Position Summary:**

The Lexington Executive Director shall ensure the provision of a secure emergency shelter, while overseeing the implementation of Heading Home programs, policies and procedures. These include acting as liaison to other agencies; advocating, when necessary, on behalf of residents, and oversight of on-site resource centers, among other programs and practices.

### **Essential Duties & Responsibilities:**

The duties of the Executive Director include the following:

- Overall reports to Chief Operations Officer (COO)
- Build and embed a culture of inclusivity, cultural competency, and respect for all by using best practice methods to include those of Trauma Informed Care
- Maintain optimal organizational structure and work environment, consistent with Heading Home's mission statement
- Ensure the safety and confidentiality of each program participant
- Meet regularly with direct reporting staff to discuss issues, concerns, and achievements
- Responsibility for overall performance, compliance, and improvements of program services
- Responsibility for staff performance, evaluation, and training
- Management of the development and implementation of administrative standards and procedures related to the program
- Responsibility for fiscal management of relevant capital budgets
- With guidance from the COO, set the tone, direction, and development of program services
- Maintain supervisory direction over Program Managers
- Oversight of special projects as needed
- Other duties as assigned

### **Executive Duties & Responsibilities:**

- With the Financial Controller, process all invoices, check requests, payment disbursements, and payroll pertaining to Lexington programs and facility
- With Human Resource Manager, facilitate resolution of staff conflict where necessary
- Maintain communication between HH programs and within organization by attending programmatic and organizational meetings
- Authorize, coordinate, and monitor all directly reporting staff time off requests
- Serve as partner or surrogate to the COO for such meetings as the COO deems necessary

### **Responsibilities:**

- Oversee and participate in the recruitment, interviewing, hiring, training, and termination of staff
- Develop community partnerships with employers in the community to establish employment opportunities
- Oversight of all program partnerships, MOU's and employer engagements
- Manage daily activities of case managers
- Daily, monthly, quarterly, and annual program reporting
- Maintain supervisory direction over leadership staff.
- Work directly with staff on strategies that fall within the structure of the program.
- Make agency-to-agency connections, when needed, to facilitate smooth coordination of activities and strategies
- Coordinate necessary and related data collection, storage and reporting

### **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 guest and organizational confidentiality in compliance with organizational policies and procedures
- Read, understand, and comply with all guidelines of the Heading Home Employee Handbook

### **Other Duties & Responsibilities:**

- Participate in agency strategic planning
- Participate in fundraising events and community forums
- Participate in community activities to develop opportunities to promote agency goals
- Assist in the implementation of policies with committees that define scope of services to be rendered within programmatic area
- Operating supplies inventory control
- CPR/First Aid and MANDT certification within 30 days of employment
- Ability to navigate stairs and uneven terrain

### **Administration**

- Fulfills data collection and documentation as required to comply with outside oversight agencies

### **Program Assessment**

- Under the direction of the COO, contribute to the ongoing audit, assessment, and refinement of the program

### **Board of Directors**

- Assist in preparing and submitting annual report to Board, which is a summary of services provided and is directed at forwarding organizational goals and objectives.
- Participate in standing Committees to develop procedures for program functions

### **Qualifications:**

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

### **Education and/or Experience:**

Bachelor's or master's degree in Social Work, Social Services, Planning, Business or related field, or related experience. Three years' experience in management and administration is a must. A minimum of two years' experience in managing social services and/or programs that serve homeless or other low-income persons and/or families. Experience in the provision of direct services to persons who are homeless. Working knowledge of homeless programs and other service providers in Gallup, NM, as well as a familiarity with community-wide efforts to address issues of homelessness.

### **Skills**

- Knowledge of Google Suite

- Knowledge of community project
- Knowledge of Human Resources principle
- Ability to communicate effectively both orally and in writing
- Ability to meet deadlines.
- Ability to compose effective and accurate correspondence
- Bilingual, preferred.

**Other Requirements/Additions**

- Valid New Mexico driver's license and reliable transportation.
- Must be willing to participate in workshops and training sessions.

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

Print \_\_\_\_\_ Date: \_\_\_\_\_  
 Executive Director

Signature \_\_\_\_\_ Date: \_\_\_\_\_  
 Executive Director

Print \_\_\_\_\_ Date: \_\_\_\_\_  
 Chief Operations Officer

Signature \_\_\_\_\_ Date: \_\_\_\_\_  
 Chief Operations Officer