



**Program Director
Mission Central**

The Program Director works under the direct supervision of the Executive Director. The Program Director works a minimum of 40 hours/week with flexible scheduling to accommodate the need to work with families outside Mission Central's normal work schedule which is from 9 a.m. until 6 p.m., Monday through Friday.

The Program Director is responsible for management of the all program(s), supervision and management of volunteer(s), oversight of the Guest Intake process for the Village Pantry and general support of Mission Central.

Job Duties and Responsibilities Include the Following:

1. Management of Program(s) includes interviewing and assessing clients for inclusion in the program(s); completing goals plan; providing crisis counseling; determining financial assistance for individual families; management of the program budget; referring clients to appropriate community resources; providing reports and data to the Executive Director; speaking to community groups; and participating in the grant writing process.
2. Duties include supervising and assisting the Community Resources Specialist; providing handouts regarding community services and jobs; maintaining the jobs board for the reception area.
3. Village Pantry duties include advising and training volunteers on current policies and procedures for Guest Intake to include reception, lobby host and guest intake processes; and review of guest files to determine whether procedures are being followed and to search for potential program services clients based upon information about the individual situation. In addition, work with Guest Intake volunteers when guest's needs are beyond the volunteer's ability to be effective (domestic violence situation, homeless individuals, guests with mental health issues, etc.).
4. Represent Mission Central at meetings involving Executive Directors and Social Workers to include The Strong Families Coalition; United Way meetings; Resources Sharing Groups; meetings of the Region XI Migrant Educators' Group; the Parenting Center information meetings, etc.
5. Supervise, train and assist volunteers associated with the program.
6. Design and implement educational programs for guests of Mission Central.
7. Administrative duties assigned by the Executive Director.

Minimum Requirements:

1. Bachelor's degree in Social Services or related field with two years of previous program management and implementation experience is required. A Master's Degree is preferred.
2. Experience in writing goals or service plans.
3. Strong verbal and written communication skills.
4. Strong listening skills and the ability to empathize.
5. Ability to manage a budget and to maintain basic financial records.
6. Experience with diverse populations.
7. Knowledge of mental health and homelessness issues, community resources, and working with volunteers is preferred.