



## PROGRAMS DIRECTOR

### POSITION SUMMARY

Ability Housing's vision is a society where housing is a right, not a privilege; and all individuals have safe, affordable housing in vibrant communities. Our mission is to build strong communities where everyone has a home. To achieve these, we develop and operate quality rental housing affordable to persons with extremely limited incomes; administer rental assistance to help chronically homeless households access market housing; and partner with area service organizations to ensure our residents have the supports they require to maintain their housing and increase their independent living skills.

### PURPOSE

The purpose of the Programs Director is to ensure Ability Housing's programs optimally fulfill the agency's mission and achieve maximum positive impacts for each resident, neighborhood and the community.

Reporting to the CEO, the Programs Director supervises, and is supported by, the Programs team. The Programs Director is responsible for providing leadership, management and oversight of all program staff and third-party program contracts across regions; ensuring each program fulfills the agency's mission and meets or exceeds established targets; and successfully documents and demonstrates the efficacy of Ability Housing programs and mission.

The Programs Director is also responsible for proactively identifying new opportunities and methodologies for Ability Housing to fulfill its mission; developing and maintaining effective working relationships with partner and potential partner organizations; identifying and securing additional resources to support agency operations, programs and mission fulfillment; and maintaining active knowledge of industry-related best practices.

### ESSENTIAL RESPONSIBILITIES

The Programs Director is a member of Ability Housing's Senior Leadership Team. As such, the Director is responsible to:

- Play a full and collegiate role in the leadership and management of the organization
- Actively participate in implementation of the agency's Strategic Plan
- Develop and deliver strategic objectives and plans
- Understand and be informed by the financial position of the organization and how it impacts decision making
- Understand the operational implications of different courses of action
- Prepare budget(s) for area(s) of responsibility
- Manage and control expenditures within the agreed budget(s); efficient grants management
- Assess and mitigate risk in area(s) of responsibility
- Communicate strategies, policies and procedures effectively to staff
- Deputize for the President & CEO and other Senior Leadership Team members as appropriate and agreed

The Programs Director has the following core responsibilities: Programs, Pilot Project(s), Resource Development, and Community Relations.

### **Programs**

Utilizing evidence-based and best practices, oversee provision of support services and other resident programs to provide optimal resident outcomes.

- Ensure services provide utilize evidence-based and best practices; are best-in-class
- Expand scope of programs for residents, beyond traditional case management and resident services
- Residents empowered through increased self-sufficiency initiatives
- Develop and enhance relationships among broad spectrum of community organizations
- Develop and enhance appropriate collaborations to support Ability Housing mission and implementation of best practices

Oversee programs administration to ensure efficient operations.

- Identify trends and proactively improve outcomes
- Timely and accurate reporting of program outcomes; assess and modify programs as appropriate
- Develop and implement systemic approach to collect, evaluate and disseminate data
- Efficient oversight and development of Programs team; effective staff development
- Ensure Ability Housing HMIS and other data always accurate and timely
- Organize and maintain accurate program files, policies and procedures and documentation
- Maintain timely knowledge of federal, state, city programs and regulations; as well as community programs and resources

### **Pilot(s)**

Identify opportunities for Ability Housing to lead or support pilot and other initiatives to advance implementation of affordable and supportive housing in the communities; including: development of pilot concepts, creation of pilot team with agreed scope of pilot initiative, efficient pilot implementation, and effective dissemination of pilot outcomes.

- Identify appropriate pilot concept(s) to fulfill agency mission and expand community impact
- Develop or maintain comprehensive knowledge of policy and funding opportunities and limitations associated with concept
- Develop and maintain solid working relations with appropriate local partners
- Develop mutual expectations and execute comprehensive agreements or contracts with all pilot partners
- Identify funding sources for pilot development and implementation
- Identify policy and regulatory limitations associated with pilot implementation
- Develop and implement work plan, to include budget
- Monitor pilot progress, identify trends, develop and implement solutions where appropriate
- Develop pilot structure, proactively engage partners to refine and actualize pilot structure
- Develop metrics and outcome measurements to document pilot outcomes

Utilize pilots as opportunities to increase community capacity and enhance Ability Housing's branding

- Ability Housing recognized for its forward thinking programs and initiatives
- Pilot(s) successfully implemented with documented outcomes
- Timely and comprehensive assessment of pilot and outcomes conducted
- Community relationships expanded to replicate pilot model and enable future pilots

## **Resource Development**

Support Ability Housing's efforts to increase and diversify sustainable streams of revenue and capital so as to:

- Increase Ability Housing's impact through increased revenue
- Expand scope of grants secured to support community initiatives, including pilot project(s)
- Enhance organizational reputation with grant makers
- Identify collaborative grant opportunities to expand community impact; develop and expand relationships to secure

Inform Strategy & Development Director of resources needs. Provide requisite information for funding proposals and reporting. Ensure compliance with utilization of relevant grants and resource contracts.

Apply for and administer government grants and contracts in support of Programs.

- Apply for, administer and manage government grants to support Programs and services
- Identify sources aligned with Ability Housing programs and mission
- Write comprehensive and compelling grant proposals
- Maintain database of grant awards; including organized files and compliance reporting requirements
- Maintain accurate tickler list of potential grants with due dates and grant purpose
- Monitor, report and communicate grant outcomes
- Proactively identify concerns related to grants and implement corrective action

## **Community Relations**

Advance Ability Housing's efforts to increase the systems and policy impact it has so as to increase community capacity to meet the needs of those we serve.

- Increase Ability Housing community and mission impact through increased community partnerships
- Enhance relationships with and organizational reputation amongst a broad spectrum of community organizations including local, state, social, educational, health and housing agencies
- Develop and enhance relationships with expanded circle of individuals, organizations and non-traditional partners
- Enhance community awareness of Ability Housing mission and inter-related with multiple community issues and initiatives

## **QUALIFICATIONS**

- Degree in social work, psychology, human services, public health or similar degree (Masters preferred but not required); with at least 7 years relevant experience; experience with social work required
- Proven success leading dynamic teams; ability to ensure team is implementing best practices and striving for excellence
- Strategic thinker that uses organizational and departmental perspectives
- Strong financial management experience
- Ability to gather and analyze data to monitor and improve performance
- Desire and ability to research and learn in order to expand or revise program scope or operations
- Experience developing and implementing pilot projects that impact policy
- Excellent interpersonal and communication skills, both verbal and written
- Ability to work independently in a fast-paced environment and manage crisis situations
- Computer competency required; excellent organizational skills
- Valid Florida driver's license, personal vehicle, and adequate and active auto insurance
- Physically able to work in a fast-paced multitasked environment