

JOB DESCRIPTION

Title: **Program Director**

Reports to: Executive Director

Qualifications:

1. Master's degree in Social Work.
2. Minimum of five years' experience in the field.
3. Experience or training in program management and administration.
4. Preference given to applicants with experience or training in working with women and children.
5. An active member of a Christian congregation which confesses Jesus Christ as divine Lord and Savior
5. An understanding of and a commitment to the mission of Bridge of Hope:

The mission of Bridge of Hope Lancaster & Chester Counties is to end and prevent homelessness for women and children with the help of trained mentoring teams within congregations. Single mothers achieve permanent housing and financial self-sufficiency through employment and attain stability and enhanced self-esteem through ongoing mentoring friendships. Our goal is to exemplify Christ's love and to promote physical, emotional, social, and spiritual wholeness.

6. Position requires driver's license and availability of vehicle.

Hours: 40 hours per week; flexible schedule, including evening and weekend hours.

Position Summary: Responsible for implementing, monitoring and evaluating Bridge of Hope Lancaster & Chester Counties' program and service delivery, focusing primarily on family intake, training of mentoring teams including church relations as related to nurturing churches to form mentoring teams, clinical counseling on limited basis for participants/alumnae, program development and oversight of program activities.

Position Base Office: Either Lancaster or Coatesville Office

Responsibilities:

1. Family Intake and Selection
 - a. Conduct initial phone intakes with referring agencies and from potential applicants, along with other program staff.
 - b. Coordinate the entire application and interviewing process
 - c. Make the final determination of a family's acceptance into the program, with input from the Assistant Program Director and the other program staff
 - d. Work with applicants to help them qualify for Bridge of Hope's program, through designating families to participate in the PREP Project and assigning them to the appropriate staff person.

2. Facilitation of Mentoring Team Training
 - a. Work directly with churches to recruit church-based mentoring teams for families in the program, particularly for churches that are being specifically requested by a Bridge of Hope applicant.
 - b. Administer and conduct trainings for each mentoring team prior to matching them with a family.
 - c. Organize and facilitate an appropriate “match” between mentoring teams and participants, including conducting the match-night.
 - d. Facilitate ongoing mentor training at Bridge of Hope Nights, on designated months, in respective counties. Work with the Assistant Program Director in arranging speakers and topics from the input time at the other Bridge of Hope Night sessions.
 - e. Provide ongoing mentor resourcing and support through phone contact, required meetings and special meetings with teams as necessary.
 - f. Provide oversight and “big picture” planning for the Bridge of Hope Nights.

3. Counseling and Service Delivery

Provide short term, solution focused, supportive counseling as needed in crisis management, conflict resolution and service delivery for individuals in the program. Will assess and refer individual and families to appropriate higher level of services if needed. This counseling will be primarily available to the women served by Bridge of Hope but may on occasion be available for teenagers or the entire family unit.

4. Program Development and Oversight of Program Activities
 - a. Provide staff support to program-related committees of the Board of Directors, as requested by the Executive Director. This will include serving on an annual task-force to evaluate participant self-sufficiency scales for graduates and terminated families from the previous fiscal year.
 - b. Continually develop, evaluate and update the program as appropriate in today’s changing social service environment, within the scope of the mission of Bridge of Hope.
 - c. Recommend and implement regular (i.e. every 2 to 4 years) outcomes-based evaluations of the entire program.
 - d. Assure regular evaluations are conducted with each participant and mentoring team upon completion of the program.
 - e. Implement and recommend new programs and activities that Bridge of Hope should be engaged in.
 - f. Participate in strategic planning for the program with the staff and Board of Directors.
 - g. Network within the larger community, social agencies and county government to promote partnership and understanding of the Bridge of Hope program.

5. Staff Oversight

- a. Hire and supervise the Alumnae Director and the Assistant Program Director. Provide oversight and supervision for Assistant Program Director's case load, including conducting periodic Reflection and Reviews and final evaluations.
- b. Hire program staff, in conjunction with the Assistant Program Director and in consultation with the Executive Director.
- c. Orient and train the Alumnae Director and the Assistant Program Director and participate in the orientation of all new program staff.
- d. Conduct the annual evaluation of the Alumnae Director and the Assistant Program Director and oversee the annual evaluations of all program staff.
- e. Participate in peer supervision as requested by the Assistant Program Director for input and training, offering professional expertise and support to program staff.
- f. Give guidance and oversight for any interns working in the program.

6. Other Responsibilities

- a. Keep abreast of developments with in the fields of program administration and homelessness.
- b. Be aware of the responsibility this position holds in regards to nurturing potential donors, when in contact with mentoring teams, churches, etc.
- c. Other responsibilities as required by the Executive Director.
- d. Assign special projects to the Assistant Program Directors, as they arise.

I have read and I understand the responsibilities and requirements of this position for which I have been employed by Bridge of Hope Lancaster and Chester Counties.

Employee Signature: _____

Date: _____

Revised 1/26/2012