



POSITION TITLE: Director of Programs

FLSA STATUS: Exempt
DEPARTMENT: Community Services
REPORTS TO: CEO

POSITION GRADE: EXG27
LOCATION: Administration

OPEN DATE: May 9, 2025

CLOSE DATE: May 22, 2025

POSITION SUMMARY

Under the direction of the Chief Executive Officer (CEO), the Director of Programs helps develop the infrastructure, culture, and competencies necessary to establish and maintain Passage Home as a local, state, and nationally respected community action agency. The Director of Programs is responsible for the oversight, operations, and implementation of the Community Service Block Grant Program (CSBG), and the HUD and Repetitive Housing Grants that meet the overall vision, mission, and goals of Passage Home.

ESSENTIAL RESPONSIBILITIES

- Plans and directs all aspects of the CSBG Grant Program, the HUD and Repetitive Housing Grants, as well as other programs, grants or funding that help the agency achieve its overall mission and strategic objectives, and initiatives.
- Provides leadership and support for assigned staff; defines program goals and expectations, and helps staff understand respective roles, functions, and responsibilities.
- Supervises, monitors and evaluates activities of the program staff.
- Prepares annual budgets and monitors budget expenditures, analyzes cost reports, and makes budget comparisons; initiates corrective measures in coordination with the Chief Finance Officer when discrepancies are presented.
- Creates, maintains, and monitors internal controls and compliance procedures to ensure staff compliance with program eligibility requirements.
- Oversees and implements client intake, applications, and eligibility processes and procedures.
- Conducts file reviews for compliance with all community programs. Ensures agency programs are up to date on requirements set forth by funding sources.
- Assures the agency's compliance with regulations and guidelines of all funding sources.
- Reviews agency's program policies, procedures, and processes, recommending improvements to program operations and systems as needed.
- Prepares monthly program activity reports; presents reports at PH's board meetings and other agency meetings.
- Works in collaboration with the CEO and other senior management to identify and implement long-range strategic goals for the program and agency.
- Develops and maintains community partnerships and collaborations that enable Passage Home to maintain a strong and visible profile in the community and ensure long-term financial sustainability and program success.
- Promotes the agency's mission and vision within the community, including funding partners and key community stakeholders, by actively engaging with them, advocating for the organization's values, and fostering a strong sense of community ownership and support.
- Prepares and writes grants and funding proposals.
- Attends annual conferences and trainings for agency programs.



POSITION DESCRIPTION

- Enters monthly and yearly reports for community programs. Ensures accurate reporting of community programs to our funding sources. Performs electronic upload of program files for monitoring and reporting purposes.
- Performs related duties and responsibilities as required.

REPORTING AND KEY RELATIONSHIPS

The Director of Programs reports to the CEO and serves as a member of the agency's senior management team. The incumbent in this position regularly interacts with the senior management team members, customers, funders, vendors, and Board members.

SUPERVISORY RESPONSIBILITIES

Provides direct supervision, management direction, and counseling to all staff and volunteers of the affordable housing, youth and support services, and neighborhood development programs.

EDUCATION AND EXPERIENCE

Bachelor's degree in Social Work, Public Administration, Human Services, or related field; Master's degree is preferred; a minimum of five (5) years of experience managing teams in a community development-social impact organization or similar non-profit; or equivalent combination of education and experience.

KNOWLEDGE, SKILLS, AND ABILITIES

- Proficient communication skills; oral and written.
- Understands the importance of collaboration and exhibits community relations skills.
- Demonstrates leadership and ability to work independently.
- Demonstrates excellent organizational skills and attention to detail.
- Provides and exemplifies team orientation.
- Ability to analyze and synthesize client data.
- Exhibits understanding and ability to work with information technology, to include a multi-network environment, and cloud-based programs.
- Proficient computer skills and in-depth knowledge of relevant software and general database management systems (MS Office Suite to include 365, PowerPoint, Excel, etc.).
- Knowledge and experience with for-profit and fee-for-service business models.
- Exceptional proven organizational and time management skills.
- Knowledge of standard administrative practices and procedures.
- Ability to work with and supervise staff and volunteers.
- Team player, reliable, trustworthy, flexible, and adaptable to change.
- Knowledge and understanding of issues related to individuals and families in poverty.
- Ability to maintain client and organizational confidentiality.
- Volunteer training and program development.
- Grant writing skills.
- Good judgment and decision-making skills.
- Multi-tasking of diverse projects.
- Have a strong capacity to collaborate with funders, vendors, and customers.
- Clear passion and commitment to helping people.

CERTIFICATES, LICENSES, REGISTRATIONS

Incumbent must have a valid driver's license.



WORKING CONDITIONS

Usual office working conditions. The noise level in the work area is typical of most office environments. Work is performed in an indoor, office and/or outdoor environment. Incumbents may be expected to travel to external organizations and locations.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee frequently is required to use hands to finger, handle, or feel. The employee is occasionally required to stand, walk, and reach with hands and arms. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, and depth perception.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to outside weather conditions. The noise level in the work environment is usually moderate.

SPECIFICATION

The information presented indicates the general nature and level of work expected of employees in this classification. It is not designed to contain or to be interpreted as, a comprehensive inventory of all duties, responsibilities, qualifications, and objectives required of employees assigned to this job.

Director of Programs.

SALARY RANGE

The hiring salary range for this position is \$71,000 - \$85,000 with competitive benefits.

TO APPLY

Please email a cover letter and resume to:

Ben Ramsey, President

GLM Management Consulting Group, LLC

ben@rhbcgroup.com

Please use "Passage Home Director of Programs" in the email subject line