



Job Title: Program Director

Summary: The Program Director is responsible for the daily functioning of the Center, including oversight of daily operations, supervision of program areas and coordinators, collaboration with partners, and direct service work with participants at ASC. The Program Director is part of the Center's Leadership Team and plays a key role in leading the Center to meet its strategic goals and increasing effectiveness and quality of services offered.

Hours: This is a full-time (40 hour) salaried position. Schedule is primarily Monday-Friday, including one regular evening (Thursday). Roughly one Saturday morning per month is required. Occasional additional evenings and weekends required for special events.

Direct Report: The Program Director reports to the Executive Director.

Qualifications:

- Minimum 5 years direct service (10+ preferred) experience including conflict mediation, maintaining strong professional boundaries, and utilizing strengths based and trauma informed approaches.
- Minimum 3 years of experience working with people with diverse mental health including those who have experienced homelessness, substance use, and psychiatric diagnosis. Demonstrated effectiveness working with people with experiences of trauma and crisis.
- Minimum 3 years supervisory experience required (additional preferred), demonstrating exceptional management skills. Prior experience successfully managing teams and projects and delivering outstanding results.
- Prior success with project management, program evaluation, and new program development strongly preferred.
- Excellent written and oral communication skills, strong attention to detail.
- Ability to thrive in a fast paced environment with frequent interruptions.
- Knowledge of local human service network and prior experience building collaboration between key stakeholders.
- Excellent organizational skills.
- Must be personable, flexible, upbeat, calm in a crisis, and a strong team player.
- Fluency (written and verbal) in English required. Fluency (verbal) in Spanish or Mandarin strongly preferred.
- Proficiency with email, internet, and Microsoft Office suite. Basic competency/ability to learn new computer programs (eg. program databases) required.
- Valid driver's license and ability to be insured on our company policy.
- ServSafe certification and other professional certifications, as needed, to be obtained within 3 months of hire.

Essential Responsibilities

PROGRAM LEADERSHIP:

- Provide leadership and oversight to all Center programs. Ensure that programs successfully fulfill associated objectives, all service delivery is provided in accordance with ASC values, and that compliance measures are met.
- Supervise Area Coordinators, supporting staff to successfully manage their program areas and volunteer teams, delivering outstanding results. Provide skill building support, feedback, accountability, and a strengths-based, positive, and highly accountable work environment.
- Direct the Fresh Food Recovery initiative, including maintaining relationships with existing donors and establishing new food sources.
- Coordinate Fresh Food Distribution program and supervise its volunteers.
- Oversee the reception desk, including supervising volunteers, daily intake statistics, and monthly reporting.
- Coordinate resource center programs including the Job Search Support program, and all on-site services provided by collaborating agencies.
- Organize community activities including onsite workshops and events and offsite field trips and special events.
- Oversee shower, laundry and private lockers.
- Fill in for staff and volunteers when needed.
- Assist in outreach projects as needed, including assisting with social media.
- Work with Executive Director on developing new initiatives.

WORK WITH PARTICIPANTS:

- Welcome community members and support visitors to participate fully in Center activities.
- Support participants to fulfill the Center's code of conduct. Enforce Center's rules in accordance with ASC values and assist with determining "exceptional" circumstances involving participants.
- Offer referrals for and act as an organizational liaison to, appropriate agencies for participants needing assistance with housing, SNAP, mental health, etc.

Other:

- Demonstrate professionalism at all times, including appreciating and supporting those you work with, showing respect to all ASC participants, demonstrating high ethical and moral standards, and acting with honesty and fairness in all of your dealings with others.
- Approach your work with an attitude of continuous improvement. This involves continually examining processes to discover and eliminate problems in order to improve participant satisfaction and to enhance program effectiveness.
- Work closely with the Executive Director as part of the management team.
- Other reasonable Duties as assigned by Executive Director or designee.

Working Conditions: The Center is a fast paced environment which can be crowded and noisy. Position primarily works indoors, with frequent outdoor exposure to load/unload food, or other related activities. Must be able to lift up to 40 pounds. Frequent walking, standing, use of stairs, lifting and carrying, combined with seated desk activities, typing and telephone communication.

The Amherst Survival Center is an equal opportunity employer. We are committed to racial equity and social justice and make a particular effort to recruit people of color to apply for open positions. We employ the best qualified individuals without regard to race, color, religion/religious creed, national origin, ancestry, age, genetic information, sex, gender identity or expression, sexual orientation, disability or military status.