

**JOB DESCRIPTION
Program Director**

Liberation Veterans Services (LVS) is a non-profit organization dedicated to providing a safe haven exclusively for veterans in crisis. LVS is committed to working with veterans treating them with the dignity and respect they deserve. The goal for this program is to help the veterans go on and lead productive, fulfilling lives in the community.

The Program Director will provide oversight and management over the programming at LVS under the direction of the President/CEO. The ideal candidate will be proficient in establishing a program that is sustainable, adheres to the applicable standards and regulations, and ensures our clients are managed effectively and treated with care. LVS should work in unison and in support of other services offered by the Liberation Organization i.e. Liberation Family Services, Liberation Thrift, Liberation Food Pantry, Family Resource Center, etc. By fostering an environment of kindness, trust, humility, dignity, equity and passion, the Program Director will assist with ensuring our veterans and staff are served safely, effectively, to the highest ethical standards, and in accordance with our mission and guiding principles.

ROLES AND RESPONSIBILITIES

Reports to: President/CEO

Program Management and Strategic Planning

- Develop and implement strategies to improve program outcomes and expand service offerings.
- Design, launch, and monitor services and programs that meet the needs of veterans, including employment, housing, mental health support, and social services.
- Oversees the development of all program goals and objectives, including the Housing Success Plans.
- Design and implement policies and procedures which mirror all GPD grant guidelines, funding requirements and are aligned with LVS' mission and strategic objectives.
- Assist with strategic planning, including assessment of client populations, client needs, role of service within the community, program strengths, and opportunities for expansion of existing services or development of new services.



Job Description and Roles and Responsibilities

Program Director

- Oversee the resolution of complaints or problems concerning the service that arise internally or from the community.
- Develop and maintain an overall management system that provides appropriate staff coverage for regular operations as well as a response to crisis situations.
- Assist the President and CEO in budget planning and projections for the program
- Work closely with the Operation Manager to ensure accounts are in line with budgeted numbers
- Collect and analyze data to evaluate program effectiveness and identify areas for improvement.
- Prepare and present regular reports on program performance, outcomes, and impact to leadership, funders, and stakeholders.

Budget and Resource Management

- Develop and manage the program's budget, ensuring fiscal responsibility and compliance with funding guidelines.
- Work with the Chief Advancement Officer to identify and pursue funding opportunities, including grants, donations, and partnerships
- Allocate resources efficiently to ensure program sustainability and growth

Team Management and Development

- Supervise, mentor, and evaluate a team of case managers, housing monitors, and volunteers.
- Foster a positive, supportive, and inclusive environment for staff and clients.
- Develop and implement strategies to improve case management processes.
- Provide training and development opportunities for staff to enhance their skills and knowledge of veterans' issues.

Community Engagement

- Serve as the primary spokesperson for the program, representing it to stakeholders, donors, and the community.



Job Description and Roles and Responsibilities

Program Director

- Build and maintain strong relationships with veterans, families, service providers, and community leaders.
- Advocate for veterans' needs and priorities at local, state, and national levels.
- Collaborate with external partners and organizations to ensure veterans have access to a full range of services.

Program Facilities Management

- Work closely with staff to maintain the cleanliness of the client areas by performing routines inspections
- Oversee maintenance and repairs and maintain a maintenance schedule to ensure clients facilities are up to standards
- Maintain all vehicle maintenance and inspections
- Ensure compliance with health and safety regulations

SKILL AND ABILITIES

Demonstrates kindness, trustworthiness, and humility in all interactions, fostering an inclusive and respectful work environment that values equity, dignity, and passion for the organization's mission.

Strong leadership and interpersonal skills

Critical thinking skills to analyze complex problems, evaluate potential solutions, and make data-driven decisions that align with organizational goals

Proven experience in program management and administration

Compassionate and client-focused approach to care

Proficient in using technology as a management reporting and evaluation tool

Ability to have a good rapport with a wide variety of people

Attention to detail and problem-solving skills

Good organization skills

Excellent time management skills and ability to multi-task and prioritize work

Proficiency in MS Office

Must be honest, have integrity, and a strong work ethic



Job Description and Roles and Responsibilities Program Director

EDUCATION AND EXPERIENCE

Bachelor's degree in social work or relevant field (*Required*)

Master's degree in social work, business, or relevant field or 10+ years' experience in management or organizational leadership (*Required*)

Trauma Informed Care, CPR and First Aid Certification, *a plus*

Experience in crisis intervention and mental health skill building, (*Preferred*)

Experience working with veterans is highly desirable

Pay: \$75,000 - \$80,000

Expected Hours: 40-50 hours per week

Benefits: Health and dental insurance, retirement plan, and paid time off