

Goddard Riverside

INVESTING IN PEOPLE, STRENGTHENING COMMUNITY

JOB DESCRIPTION

Title: Night and Weekend Team Program Director	Job Classification: Exempt, Full Time
Program/Department: Manhattan Outreach Consortium Homeless Outreach	Reports to: Director of Operations
Days: Monday through Friday	Hours: 12:00pm to 8:00pm
Salary Range:	Updated: March 2019
Intro/Program Description: The Manhattan Outreach Consortium (a partnership of three organizations) provides outreach, case management, and housing placement services to adults who are street homeless. MOC operates 24/7, 365 days a year. MOC collaborates with various community partners, stakeholders, government agencies, and healthcare providers throughout Manhattan. The Evening, Night and Weekend team canvasses Upper and Lower Manhattan engaging and assessing street homeless individuals as well as responding to 311 calls, clean ups, church beds, and special assignments as needed.	
Purpose of Position: Provide direction, support and supervision to the Night and Weekend Outreach and Dispatch staff. The Program Director is responsible for overall program quality and performance as well as staff development, evaluation and oversight.	

Role, Responsibilities, and Essential Duties

- Overseeing the day to day operations and administration of the program, comprised of Outreach staff, overnight supervisor, and Dispatchers. Staff is comprised of full time, part time, and per diem employees
- Recruit, hire, train, develop, supervise and evaluate staff regularly and consistently
- Responsible for onboarding and training all new employees
- Manage both union and non-union employees following agency and collective bargaining agreement policies and procedures
- Manage NWT schedule, staff hours, and payroll
- Review vehicle GPS, case note entries, call logs, and shift reports etc.
- Go out with outreach teams on shift as needed and to monitor services rendered in the field
- Lead daily shift changes, monthly team meetings, and weekly communications and updates
- Attend twice monthly all agency director meetings
- Attend monthly Manhattan Outreach Consortium program wide meetings
- Manage Code Blue and Code Red team assignments and follow up
- Ensure quality and integrity of services and program
- Responsible for shift coverage 24/7 and accessible to staff as needed throughout all shifts
- Other duties as needed

Qualifications/Educational Requirements

- Bachelor's Degree with significant experience required, Master's Degree in Social Work or related field strongly preferred
- Two to Three years management experience required
- Experience with homelessness, mental health and/or substance use preferred
- Ability to interpret policy and monitor adherence to policy
- Comfortable holding people and programs accountable for outcomes

- Ability to negotiate numerous priorities, resolve conflicts, and manage a high degree of communication with multiple parties
- Comfortable with change and change management
- Valid driver's license and a driving record that meets the agency's auto insurance

Skills, Knowledge and Abilities

- Demonstrated leadership ability and a team player
- Strong operational skills
- Excellent verbal and written communication skills
- Strong organizational skills and timely follow up
- Ability to develop, implement, and manage systems and processes
- Ability to work independently while collaborating with upper management and agency resources when needed
- Excellent judgement
- Ability to work successfully under pressure, prioritize needs, and multi -task

Computer Skills:

- Proficient in Microsoft Office
- Ability to learn data base systems, such as StreetSmart, MOCAP, and Cares

Physical Requirements and Work Environment

- Indoors and outdoors; all weathers
- Flexible schedule needed: evening, overnight and weekend hours
- Ability to participate in four overnight quarterly counts per year
- Frequent walking and standing
- Occasional lifting, up to 30 lbs.

The intent of this job description is to provide a representative summary of duties and responsibilities that will be required of this position and title and shall not be construed as a declaration of the specific duties and responsibilities of any particular position. Employees may be requested to perform job related task other than those specifically presented in this description. This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.