



**Position Description**

<b>Position Title:</b>	Director of Programs	<b>Department:</b>	Enrichment and Career Services Department
<b>Reports to:</b>	VP of Operations	<b>Approved By:</b>	
<b>FLSA Status:</b>	Exempt	<b>Approved Date:</b>	

**Summary**

The primary purpose of this position is to lead and implement programs, activities, and operation of Self Sufficiency and Support Programs. Bringing awareness to the community and leveraging partnerships in support of FWHA's vision is critical in this role. The incumbent is responsible for developing and implementing support programs that best meet the needs of residents. The incumbent also assists with securing funding to support initiatives through identification of grant-funded programs and donations. In addition, the incumbent is responsible for overseeing the daily operation of the programs and ensures funding is being used appropriately.

All activities must support the Fort Wayne Housing Authority ("FWHA" or "Authority") mission, strategic goals, and objectives.

**Essential Duties and Responsibilities**

*The position duties and responsibilities listed below describe the general nature and scope of work. Other responsibilities, duties, and skills may be required and assigned, as needed.*

- Develops and executes a strategy with sustainable programs and initiatives to meet the needs of residents, to enhance services and to promote workforce readiness among FWHA residents.
- Leads the team by setting clear expectations and goals, providing timely feedback, and coaching the team members.
- Ensures accountability in quality service delivery, achieving desired results, and meeting performance standards.
- Establishes effective procedures to audit, monitor, and evaluate the department's objectives, programs, and initiatives.
- Communicates with team regarding new referrals, programs, community involvement and other program initiatives.
- Gathers and analyzes data to create services and programs to improve the well-being of those served.
- Prepares correspondence and technical and status reports regarding the progress of the department. Submits reports and makes recommendations to appropriate committees, agencies, and governmental units.



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- Benchmarks private and public workforce development initiatives; identifies and develops programs and strategies as planned and measures results.
- Explores opportunities to raise funding for the organization by identifying and applying to grants and developing and executing fundraising activities.
- Collaborates with other departments to contribute to the development of grant applications for federal, state, and local funds.
- Designs and administers training and employment programs in accordance with grant provisions.
- Presents program objectives not only to engage the community and community partners but also spurs them to take action in support of the organization's vision. Welcomes and participates in community listening session to gain suggestions and feedback.
- Under the direction of the VP Operations, prepares, monitors, and controls departmental/program budgets for allocated funds in a responsible manner; oversees spending of all government grants.
- Designs, negotiates, and processes program subcontracts for the delivery of services and activities.
- Ensures compliance with all organizational practices, local, state, federal regulations, and grant requirements.
- Complies with data privacy laws ensuring confidentiality of participants' information.
- Meets with other workforce service areas and organizations to review policies, programs, and developments.
- Responds to inquiries, requests, and complaints, as necessary, and in a timely manner.
- Provides team with all required and available tools and resources to accomplish their assignments.
- Processes, monitors, and maintains required personnel and payroll data.
- Keeps updated on pertinent legislation, regulations, and developments, which could affect department operations and disseminates information to appropriate personnel.
- Assists in compiling HUD report for departmental activities; serves as liaison for HUD representatives as related to departmental programming.
- Responsible for developing Section 3 procurement policies and procedures.
- Promote FWHA brand awareness by adhering to FWHA brand standards and ensure that any communication regarding the public value of affordable housing programs offered by FWHA also addresses the many other public values served (fair housing, economic development, welfare-to-work, etc.)
- Performs other duties as assigned.

### Behavioral Competencies

*This position requires the incumbent to exhibit the following behavioral skills:*



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*Job Knowledge:* Exhibits requisite knowledge, skills, and abilities to perform the position effectively.

Demonstrates knowledge of policies, procedures, goals, objectives, operational entities, requirements, and activities as they apply to the assigned organizational entity of the Authority; uses appropriate judgment & decision making in accordance with level of responsibility.

*Leadership:* Provides direction by clearly and effectively setting course of action for department and subordinates; manages performance by providing regular feedback and reinforcement to subordinates.

*Initiative:* Proactively seeks solutions to resolve unexpected challenges. Actively assists others without formal/informal direction. Possesses the capacity to learn and actively seeks developmental feedback. Applies feedback for continued growth by mastering concepts needed to perform work.

*Commitment:* Sets high standards of performance; pursues aggressive goals and works hard/smart to achieve them; strives for results and success; conveys a sense of urgency and brings issues to closure; and persists despite obstacles and opposition

*Professional Behavior:* Exhibits positive, polite, courteous, honest, and conscientious behavior with all internal/external clients. Accepts responsibility for actions and adjusts behavior as appropriate.

*Responsiveness and Accountability:* Demonstrates a high level of conscientiousness; holds oneself personally responsible for one's own work; and does fair share of work

*Reliability & Judgment:* Employee demonstrates sound reasoning and critical thinking by making decisions in line with established Agency expectations. Performs work in a reliable manner that is both accurate and timely.

*Teamwork:* Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; supports everyone's efforts to succeed

*Safety Awareness:* Employee is cognizant of his/her surroundings. Follows proper safety procedures and considers the safety of self and others. Identifies, communicates, and assists in the correction of any safety concerns where appropriate.



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### Education and/or Experience

Bachelor's degree in social services, or related field and 5-7 years of experience with community program development, grant writing and administration, and program management is required, or an equivalent combination of education and experience. Master's degree preferred. Preferred 5 years of leadership experience including leading others. Must possess a valid state issued driver's license and be insurable under FWHA's policies.

### Computer Skills

To perform this job successfully, an individual should have strong computer skills and be proficient in Microsoft Office applications. Familiarity with Yardi is desirable. Must be able to learn other computer software programs as required by assigned tasks.

### Physical Requirements

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:

While performing the duties of this job, the employee is frequently required to maintain a stationary position, operate computers and other office equipment, move about the office, attend onsite and offsite meetings, and communicate. The employee must be able to accurately exchange information in person, in writing and via e-mail and telephone. The employee must occasionally transport up to 10 pounds.

### 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.

Office environment. The noise level in the work environment is usually moderate.

### Read and Acknowledged

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Employee Signature

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Date

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Employee Name [printed]

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Approval of Appointing Authority

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Date