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**Holy Family Shelter**

**Program Director**

Position Description

***Position Summary***

Holy Family works to educate students through direct service about the causes of homelessness and the plight of homeless individuals in America. Holy Family Home and Shelter is a dry shelter in Willimantic for homeless children and their parents. Program directors are responsible for aiding in the management and coordination of a designated Community Outreach (CO) program or project. Director will provide support to volunteers who will be working predominately with the after school program at the shelter. Specific tasks and obligations for each program vary depending on the program; however, the following responsibilities are required of all program directors.

***Major Duties and Responsibilities***

1. **Program Management and Development** 
   * Develop a mission statement and appropriate goals
   * Contact and meet accordingly with site supervisor
   * Serve as a liaison between participants and site supervisor
   * Implement service activities that meet the self-identified needs of clients; create appropriate materials, engage participants in service delivery, and access external resources as needed
   * Communicate and meet regularly with Student Coordinator and designated CO staff member and site supervisor
2. **Volunteer Management** 
   * Recruit, screen, train and support volunteer and work study participants
   * Prepare participants through orientation and training workshops to achieve program’s objectives; organize meetings, develop training materials, and facilitate activities
   * Provide ongoing monitoring and supervision of participants
   * Communicate regularly with participants regarding scheduling, transportation, activity planning, payroll, and other related program functions

* Recognize participants for their contributions
* Organize opportunities for participants to reflect on their experiences

1. **Administration Tasks**

* Attend all related CO meetings, trainings, seminars, and workshops
* Manage any financial or other resources including budgeting, purchasing, and tracking
* Collect and update data related to programs, membership, and service hours
* Schedule and monitor transportation
* Represent CO at University classes, meetings, or events
* Perform other related duties and activities to support the program and the Office of Community Outreach, as needed

1. **Program Participation**
   * Program directors are expected to participate in their program on a regular basis

***Qualifications***

1. **Minimum Qualifications**:
   * At least one year related experience working or volunteering with homeless population
   * One semester or more of related experience in a leadership and/or supervisory position
   * Capacity to facilitate individual and group supervisory meetings including conflict resolution / problem solving
   * Capability to positively represent CO to the University and external community
   * Proficient interpersonal, relationship, and partnership building skills
   * Ability to effectively convey oral and written communication
   * Demonstrated program development and organizational skills including ability to manage multiple tasks/projects and planning special events
   * Ability to work independently, assess programmatic needs, and develop creative solutions
   * A strong appreciation for, as well as a willingness to work with and support, demographically diverse and traditionally underrepresented and oppressed groups (e.g. race, cultural, gender, ability, and sexual orientation)
   * Demonstrated basic knowledge and skill in the use of personal computers and basic software programs such as Microsoft Office Word and Excel
   * Willingness to work irregular and flexible hours including evenings and weekends
   * Student must not be on academic probation and maintain academic standing in accordance with the Department of Student Activities Student Leader Eligibility Policy (less than a 1.8 semester GPA for 1-23 credits, or less than a 2.0 semester GPA for 24+ credits)
2. **Preferred Qualifications:**
   * At least one year experience with Holy Family
   * One year related experience in a leadership and/or supervisory position
   * Excellent computer skills with an emphasis on Microsoft Office Word and Excel

***Commitment***

* Full academic year commitment is required
* Participation in CO training in August the week before fall semester begins
* 10-12 hours per week; exact hours and schedule will fluctuate and are flexible to student’s academic schedule

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