



**connections**  
FOR THE HOMELESS

2121 Dewey Avenue  
Evanston, IL 60201  
847.475.7070

## JOB DESCRIPTION

### DIRECTOR OF COMMUNITY PROGRAMS

FLSA Status: Exempt

**Summary of Position:** The Director of Community Programs supervises staff and volunteers providing services to residents of Hilda's Place shelter and who access outreach, drop-in and supportive health, education and employment services. The Director uses harm reduction and trauma informed frameworks and practices. The Director serves as an internal consultant to staff who work with clients with severe mental illness, substance use, and dual diagnoses. The Director is a member of agency's senior management team.

#### Specific Duties:

- Supervise, train, and evaluate the staff and volunteers who provide services to and activities for participants in the agency's shelter, drop-in and outreach programs. Oversee Coordinated Entry activities.
- Develop and manage programming for agency participants accessing education, employment and mental and physical health care services
- Recruit, hire, and manage direct care staff and interns. Supervise volunteer tasks.
- Develop and facilitate staff support structure to ensure best practice service delivery
- Work with outreach manager to regularly assess street outreach locations to ensure optimal client engagement and service delivery
- Participate in agency planning including development of service metrics and budget development. Specifically, this position is responsible for defining and developing appropriate service offerings and interventions, and articulating client- and staff-based objectives and measurements by which the agency will demonstrate the effectiveness of its work.
- Ensure the timely and accurate entry of all required data and produce required reports
- Coordinate service referrals to community partners and actively develop additional community partner relationships

- Participate on committees and in activities of the Alliance to End Homelessness in Suburban Cook County related to maximizing service efficiency, planning, and permanent supportive housing. May participate in other community planning meetings as required
- Provide consultation to agency direct service staff as needed
- May be called upon to participate in on-call rotation
- Adhere to the Core Values and Code of Conduct for Connections for the Homeless
- Perform other duties as assigned

**The following qualifications are requirements for the position:**

- Master's degree in social work or related field or equivalent combination of education and experience
- Deep understanding of principles of harm reduction and trauma-informed care, and the impact of severe mental illness on individuals and their families
- 2 or more years supervisory experience

**The following qualifications are highly desirable for the position:**

- LCSW or LCPC certification
- Experience working with populations who are homeless and in a shelter setting
- Experience with private and public grant management, including metric and budget development

**Other requirements:**

- Valid Illinois Driver's License and must be insurable under agency policy
- Able to work independently and with diverse populations
- Flexible schedule – may be required to attend after-hours meetings or respond to emergencies
- Excellent speaking, writing, and interpersonal skills
- Must be able to pass a criminal background check and submit to or provide evidence of a recent test for tuberculosis

**Reports to:** Executive Director

**Compensation and Benefits**

Competitive salary and benefits plan, including Paid Time Off (PTO), paid holidays, health, dental and life insurance options, short- and long-term disability coverage, as well as a 403(b) option.

## Organizational Overview

Connections serves and catalyzes our community to end homelessness, one person at a time. We do this through homelessness prevention, shelter, and housing programs. In 2018, Connections served over 1,400 individuals through our services. To learn more about our programs, please visit our website at [www.connect2home.org](http://www.connect2home.org).