Compass Affordable Housing, Inc.
Program Director

Position Title: Program Director
Position Type: Salaried
Reports To: CAH Chief Executive Officer

At Compass Affordable Housing (CAH) we believe that family and community health begin at home. Safe and stable housing is the key to building strong, healthy families and a balanced community where all people can live, love, learn and grow. We believe that living in well-managed, quality affordable housing is a catalyst for family stability and independence. We know that, with stable housing, low and moderate income families, including those with special needs, will live with dignity. Our Core Values: Service to Others, Making a Difference, Commitment, Teamwork, and Creativity.

Summary
Under the supervision of the CEO, the Program Director is responsible for the operations of all CAH programs and related activities. This position ensures compliance with CAH directives and applicable grantor and federal goals for programs according to the strategic objectives of the organization. Planning and oversight of the programs involves deadlines, milestones and processes, and the development and oversight of budgets and operations.

The Program Director will supervise a wide range of programs and is responsible for the delivery and overall success of each program. The Program Director supervises three managers, and helps them supervise staff, and informs and coaches them on their progress and performance. A successful Program Director will have a broad knowledge of program management principles as well as the strategic mindset to be able to lead and develop those they supervise. The goal is to ensure every program will be delivered successfully and add the highest possible value to the organization. The Program Director will work closely with the CEO and Controller of CAH.

Essential Duties and Responsibilities

Administrative:
• Ensure compliance with funder requirements, CAH policy/procedures, HR regulations
• Work with CAH leadership to develop, enhance, update, and create program policies and procedures
• Understand, create and implement program specific budgets.
• Participate in budget meetings with managers and the CAH Controller
• Oversee grants including contract reporting, recordkeeping, serving as the point of contact with funders, negotiating contracts, and implementation of contracts.
• Oversee data reporting including gathering data, data analysis, and sharing of data with others
• Grant writing and reporting for programs
• Approval of staff timesheets, PTO requests, program billings and invoices, etc.
• Maintain good working relationships with funders, including Pima County, City of Tucson, the Arizona Department of Housing, etc.
• Attend internal and external meetings and represent CAH in the community.
• Initiate and maintain relationships with new and existing community organizations with the purpose of supporting and building resources for programs and participants.
• Provide public speaking and community presentations to a wide variety of community groups.
• Participate in Board of Director meetings, as needed.

Supervision:
• Recruit, onboard, supervise and train program staff, interns, and volunteers.
• Provide ongoing training and individualized staff development.
• Provide ongoing feedback, coaching, and annual performance reviews, including the creation of individualized goals.
• Work with staff to set team goals and monitoring for success.
• Provide guidance and assistance to managers as they deal with complex issues with the program participants, staff and community concerns.
• Facilitate team meetings, staff meetings, and community meetings.
• Provide a culture which facilitates the success of others.

Programmatic:
• Oversee the operations of current programs and the implementation of new programs.
• Provide troubleshooting, problem solving, and crisis response to new or ongoing needs of both staff and program participants.
• Create a culture that facilitates the success of participants, tenants, and programs.
• Update and annually review program policies and procedures.
• Oversee Quality Improvement activities, such as keeping CAH up to date on best practices of service delivery.
• Make program presentations to executive leadership, funders and the CAH Board of Directors.
• Devise data gathering, data reporting, and evaluation strategies to determine program successes as well as the need for program improvements.
• Oversee agency program data materials and narratives, assisting the Fund Development team as needed.
• Ensure that program operations, services, and activities adhere to legal guidelines and internal policies.
General Duties:
• Communicate and work effectively with community partners, executive leadership and CAH staff.
• Follow personnel, financial, and confidentiality policies and procedures.
• Stays current on community news and community resources, sharing with staff and participants.
• Other duties as assigned.

Qualifications/Skills and Experience:
• Minimum - Bachelor’s degree in human service-related field of study such as social work, psychology, public health; Master’s degree preferred.
• Four (4) years of supervisory and managerial experience, supervising 5+ individuals
• Five (5) years of experience in a non-profit setting preferred. However, candidates from outside the human service field will be considered with five years of experience with transferable skills.
• Demonstrated passion for ensuring quality services and affordable housing for all in our community.
• Experience in understanding and implementing contracts.
• Experience with data reporting and analysis.
• Grant writing or professional writing experience.
• Competent with Microsoft Office Suite and Power Point.
• Technology skills are required to write reports, manage Excel spreadsheets, maintain correspondence, develop program materials, enter and retrieve information on a database.
• Detail-oriented individual with excellent organizational skills.
• Flexible and has the ability to take the initiative and manage time to get work done accurately and timely in a fast-paced work environment.
• Strong, solid written and verbal communications skills.
• Since driving is necessary to fulfill job functions, a valid Arizona driver’s license, reliable transportation, current auto insurance, and a clean driving record are required.
• Spanish speaking, preferred.
• Ability to lift 30 pounds.
• Fully Vaccinated or willing to become fully vaccinated