St. John the Evangelist Homeless Shelter

**Job Title:** Program Director  
**Supervisor:** Executive Director  
**Department/Group:** St. John’s Homeless Shelter/The Micah Center  
**Location:** 411 St. John Street
700 E. Walnut Street  
**Travel Required:** Minimal  
**Level/Salary Range:**  
**Position Type:** Full-time; Irregular  
**HR Contact:** Alexia Wood, Executive Director  
**Date posted:** September 1, 2016  
**Posting Expires:** September 12, 2016  
**External Postings:** Fox 11 Job Finder, Wisconsin Job Center, Shelter website and Facebook page, Shelter Volunteer Email Distribution List  
**Internal posting URL:** [www.stjohnhomelessshelter.org](http://www.stjohnhomelessshelter.org)  

**Applications Accepted By:**

**FAX OR E-MAIL:**
(920) 617-8701 or awood@sjehs.org  
**Subject Line:**  
**Attention:** Alexia Wood Re: Program Director  

**MAIL:**
Alexia Wood  
St. John the Evangelist Homeless Shelter  
PO Box 1743  
Green Bay, WI 54305

**Job Description**

St. John the Evangelist Homeless Shelter began as a ministry with a team of volunteers fighting to ensure that no one was forced to sleep on the streets of Green Bay because they could not access adequate shelter in the harsh winter months. Since its humble beginning in 2005, St. John’s Homeless Shelter has evolved to an organization that now includes a year-round daytime resource center, The Micah Center, and serves over 1,000 individuals between the two sites each year. Equipped with 9 full-time staff, 40 part-time staff, and hundreds of volunteers together providing compassionate support and wraparound care to the community’s most vulnerable homeless population, St. John’s works to ensure that all are cared for with dignity and respect, leaving our doors better than they came.

**ROLE AND RESPONSIBILITIES**

Responsibilities for this fulltime position include oversight of the day-to-day operations of both St. John’s Homeless Shelter, a seasonal emergency shelter for adults, and The Micah Center, a year-round daytime, resource center for homeless individuals and individuals at-risk for homelessness. The Program Director is responsible for the development, direction and coordination of all activities related to personnel and programming.

**Leadership**

- Get others excited about and committed to furthering the organization’s objectives. Ensure staff are aligned with the organization’s mission, vision and core values. Inspire, motivate and guide staff towards program excellence and outstanding customer service.
- Develop an annual organization-wide Programming strategy for program excellence and build strong
relationships with key stakeholders to ensure annual strategies are executed.

- Staff information tables at job fairs, resource fairs and other community events. Passionately present on the programs and successes of the organization in various public settings.

Program Development

- Coordinate all logistics for St. John’s and Micah programs. Evaluate best practice methods and continually look for ways to enhance and develop programs to best serve the guests.
- Maintain offsite overflow locations which are utilized when the number seeking shelter on any given night exceeds the shelter capacity.
- Strategically plan innovative ideas and procedures to ensure that services are streamlined, eliminating unnecessary red tape and delays from individuals seeking services at either location.
- Provide written and oral reports to the Director on all aspects of programs and outcomes.
- Develop monthly workshop schedule and ensure the curriculum provides wraparound support to assist an individual in their journey towards self-sufficiency. Partner with community agencies to facilitate these workshops.
- Collaborate closely with case management staff to ensure that proper programming is scheduled to assist guests in taking steps towards self-sufficiency.
- Ensure participants receive services appropriate to/in accordance with the mission, vision, policies and goals of the program.

Supervision

- Supervise staff at both locations including the case management team, full-time year round staff and seasonal part-time staff. Ensure adequate staff coverage on all shifts.
- Coordinate and assist with employee interviews, hiring, teaching, coaching and developing; plan, assign and direct work with attention to performance excellence.
- Tend to morale and organizational climate issues in seasons when the need is great and the demands are high.

Administrative Policy and Planning

- Effectively handle guest and staff corrective behavior in a discreet and respectful manner.
- Facilitate weekly agency meetings with staff and conduct weekly Guest meetings.
- Oversee the administrative guidelines and regulations for various grants awarded to the organization, ensuring that the programs are in compliance with requirements and serving guests.
- Monitor budget performance for programs and services to ensure the financial wellbeing and sustainability of the organization.
- Review organizational procedures and update/amend to meet the current needs and trends seen at an organizational, regional and national level.
- Attend weekly Senior Leadership meetings that require the highest level of decision making and confidentiality.
- Perform other duties as assigned by Executive Director

Qualifications and Education Requirements

- Bachelor Degree in Social Work or Human Service field required, with a minimum of three years senior leadership experience supervising seasoned staff and coordinating programs
- Must have a passion for the mission and population served by St. John’s
- Accurate, complete and timely recording of data
- Excellent Computer Skills: Internet, MS Word, MS Access and MS Excel with experience in Wisconsin Service Point or similar intake program
St. John the Evangelist Homeless Shelter

- Experience working with the following issues required: mental health, substance abuse, low income, homeless populations, and/or physical disabilities

**ABILITIES**

- Maintain confidentiality
- Work effectively and cooperatively with others
- Demonstrate positive attitude
- Complete job duties accurately and effectively
- Anticipate needs of resource center and resource center guests; develop programming to address these needs
- Establish and maintain professional boundaries with guests, volunteers and co-workers
- Familiar with tracking data in WISP and other spreadsheets
- Communicate corrective behavior needs, actions, and consequences to staff and guests in a clear, positive, and discreet manner with a focus on desirable behavior as needed
- Must be able to balance both great attention to detail and a broad perspective when addressing systemic issues of homelessness and poverty.

**PREFERRED SKILLS**

- Demonstrate integrity, strive for excellence and have experience leading others to new levels of effectiveness
- Must demonstrate a high degree of organizational and problem solving skills
- Demonstrate exceptional and professional interpersonal skills with people from diverse backgrounds and with diverse abilities
- Demonstrate excellent listening skills
- Demonstrate ability to treat all guests, volunteers and co-workers with respect and dignity
- Demonstrate ability to progressively anticipate, recognize, and effectively deal with a variety of human behaviors
- Effectively assess variety of situations and respond appropriately based on shelter procedures
- Demonstrate ability to assess data and interpret information/trends for action needed
- Demonstrate strong leadership skills with ability to lead by example

**PHYSICAL/VISUAL/MENTAL DEMANDS:**

Position requires ability to respond effectively to staff, guests, collaborative agencies and volunteers with questions and concerns in areas of responsibility. Must have an excellent command of computer software programs: Word and database software, and able to operate fax, copy machine and all office equipment correctly for communication purposes. Familiarity with Wisconsin ServicePoint or similar intake data programs a plus. Stress tolerance required.

**TYPICAL WORKING CONDITIONS:**

Position requires both daytime and evening hours. Required to perform emergency duty before, during and/or beyond normal work hours or days in the event of an emergency, crisis situation, absence or disaster.

**NATURE OF SUPERVISION RECEIVED:**

Works under the direct supervision of the Executive Director. Attends weekly Senior Leadership meetings for peer support and strategic planning with Executive Director, Operations Director and Volunteer Coordinator. Works independently within the authority limits and experience level. Duties require individual initiative to research and
recognize organization needs and problems, and respond appropriately with minimal supervision. Independent
decision-making and good judgment expected in handling of staff and guest behavior based on procedural
guidelines.

**JUDGMENT EXERCISED/DECISIONS MADE:**
Scope of judgment to be exercised varies with project and growth in position knowledge. Employee is expected to
take initiative and make decisions based on shelter rules, policies, and procedures. Employee is expected to handle
minor issues independently and bring major problems and issues to Executive Director.

**FINANCIAL RESPONSIBILITY:**
Responsible to operate within the limits of set fiscal budget, approve timesheets of hourly staff and adhere to the
strict guidelines of various grants and funding streams.

**SUPERVISION EXERCISED/NUMBER OF EMPLOYEES SUPERVISED:**
Responsible for the leadership and guidance of approximately 40 full and part-time employees.

**ADDITIONAL NOTES**
None

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<th>Reviewed and Approved By:</th>
<th>Alexia Wood</th>
<th>Date:</th>
<th>September 1, 2016</th>
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<tr>
<td>Last Updated By:</td>
<td>Alexia Wood</td>
<td>Date/Time:</td>
<td>August 25, 2016</td>
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