### Program Director

**General Description:**

This position directs and manages the overall operations of the program focusing on providing a medical home for HIV positive individuals who are multiply diagnosed with mental health and substance abuse disorders and are homeless or at risk of homelessness.

**Specific Responsibilities:**

Program management

* Implements all project components and ensures fidelity to the work plan.
* Builds, manages and sustains necessary collaborative relationships with project partners including community-based service providers, government agencies and others to ensure that that project clients receive all critical services.
* Ensures that clients receive high quality, ethical and appropriate care to ensure optimal health outcomes.
* Ensures that Agency requirements are followed implicitly by all project staff.
* Oversees program expenditures to ensure compliance with internal and external regulations, standards and budget restrictions and guidelines.
* Manages program materials, equipment, client incentives – purchase, use, documentation and control.

Monitoring and Evaluation

* Implements evaluation plan to address both process and outcomes, in coordination with the ETAC, the project evaluator and the PI.
* Ensures appropriate data collection, accurate data entry and timely reporting.

Supervision

* Supervises, coaches and evaluates care coordinators.

Agency specific

* Performs other duties essential to project implementation and success.
* Coordinates planning closely with other departments to ensure effective and seamless service delivery, prevent duplication of efforts and present a coordinated process to the community and clients.
* Ensures compliance with agency policies and procedures – program and personnel.
* Performs otherduties as assigned by supervisor.

**Reports To:**

Chief Program Officer.

**Direct Reports:**

Care coordinators

**Required Knowledge, Skills and Abilities:**

* Demonstrated ability to develop, implement and manage programs.
* Demonstrated ability to create, maintain, and/or update policies and procedures to ensure fidelity to grant requirements.
* Demonstrated ability to effectively supervise and manage personnel.
* Demonstrated ability related to working with clients with complex problems and needs.
* Knowledge of basic research principles and experience in evaluation processes and performance measures.
* Computer literacy – Microsoft packages, windows environment, data collection and analysis systems and web-based applications.
* Excellent verbal and written communication skills.
* Excellent interpersonal and organizational skills.
* Knowledge of community resources; demonstrated ability to network and build strong relationships with community organizations.

**Education and Experience:**

* Master’s degree in social work, psychology or counseling.
* Current unrestricted licensure to provide clinical services - LMSW, LPC, LMFT- required; LCSW or LPC(S) preferred.
* A minimum of five years’ experience in providing direct service to clients and experience working with individuals with complex needs.
* A minimum of three years demonstrated experience in supervision of staff.
* A minimum of three years demonstrated experience in project management.

*This publication is part of a series of manuals that describe models of care that are included in the HRSA SPNS Initiative* Building a Medical Home for HIV Homeless Populations*. Learn more at* <http://cahpp.org/project/medheart/models-of-care>