



Position Description

Position: Program Director

Classification: Full time Exempt

Reports To: CEO

Duties & Responsibilities:

Overview: In order for LPCS programs to reach their maximum potential, guests need a stable, safe, healthy, positive place in which to make life changes. The Program Director is responsible for creating and ensuring a safe, healthy, and respectful community for Interim Housing guests, community clients, and permanent supportive housing clients by developing innovative programs and providing leadership to staff. The Program Director works closely with program staff and the CEO to design, fund, implement, and evaluate all programs.

Programs & Services

- Create and promote a healthy community environment for guests.
- Maintain and expand all LPCS programs. Lead program planning, monitor and evaluate all programs on an ongoing basis.
- Develop and implement new programs as needed.
- Develop and cultivate new program partners and supporters in the Lincoln Park neighborhood.
- Provide oversight and leadership within the HUD funded Independent Community Living Program (ICLP) which provides permanent, supportive housing.
- Cultivate and develop relationships with Chicago based landlords in an effort to provide increased housing opportunities to ICLP clients).
- Provide leadership to program staff. Oversee the case planning, assessment, and individual counseling for guests in the Interim Housing Community. Ensure that case management guidelines are followed, including intake, assessment, development of a treatment plan with each guest, setting goals, providing referrals for appropriate services, advocacy and follow up to ensure assistance is secured.
- Provide oversight to the all aspects of programs, including working with volunteers to schedule classes, communicating with referral agencies, and meeting with grant recipients.
- Provide oversight and guidance to the activities of the Graduate Community, including monthly newsletters to graduates and semi-monthly graduate meals.
- Oversee Team monitoring Track Activities, including the facilitation of weekly and monthly therapeutic and educational groups.
- Oversee Team's weekly intake process for the Interim Housing Community: intake, assessment, and orientation of new guests.
- Establish and maintain partnerships with other social service agencies. Work closely with referral and referring agencies to ensure continuity of services for each guest.
- Other duties as assigned.

Operations & Administration

- Hire, supervise and develop program staff.
- Participate in monthly admin meetings.
- Facilitate bi-weekly program staff meetings.
- Administer annual program budget.
- Create monthly, quarterly, and annual reports of LPCS statistics, progress, and accomplishments, including ad hoc reports requested by grantors.
- Oversee the completion of all mandated HUD reporting, statistics, and applications for funding.
- Create monthly Board reports on programs and services. Respond to Board Members and committee chairs as requested.
- Attend and participate in board meetings, retreats, and strategic planning sessions when appropriate.
- Maintain accurate and confidential client files.
- Other duties as assigned.

Fundraising

- Cultivate relationships with donors and grantors.
- Prepare reports as needed for grantors.
- Participate actively in LPCS fundraising events.
- Other duties as assigned.

Community & Public Relations

- Represent the LPCS within advocacy groups, member organizations, and community organizations. (One Northside, Continuum of Care, CCH, etc)
- Participate in LPCS's events.
- Other duties as assigned.

Qualifications: 5-8 years experience with homeless, mentally ill and substance abuse populations necessary (or related field); master's degree in human services related field required; experience directly managing staff; experience in program planning and evaluation. LCSW strongly preferred. Knowledge and experience in implementing harm reduction strategies to programming. Experience in working with/managing HUD and other government grant programs strongly preferred.

Personal characteristics

The Program Director should demonstrate excellence in all of the following:

- **Behave Ethically:** Understand ethical behavior and business practices, and ensure that own behavior and the behavior of others is consistent with these standards and aligns with the values of the organization
- **Build Relationships:** Establish and maintain positive working relationships with others, both internally and externally, to achieve the goals of the organization.
- **Communicate Effectively:** Speak, listen and write in a clear, thorough manner.
- **Creativity/Innovation:** Develop new and unique ways to improve operations of the organization and develop new opportunities and programs
- **Focus on Client Needs:** Anticipate, understand, and respond to the needs of internal and external clients to meet or exceed their expectations within the organizational parameters.

- Foster Teamwork: Work cooperatively and effectively with others to set goals, resolve problems, and make decisions that enhance organizational effectiveness.
- Lead: Positively influence others to achieve results that are in the best interest of the organization.
- Make Decisions: Assess situations to determine the importance, urgency and risks, and make clear decisions which are based on data, are timely and in the best interests of the organization.
- Organize: Set priorities, develop a work schedule, monitor progress towards goals, and track details, data, information and activities.
- Plan: Determine strategies to move the organization forward, set goals, create and implement actions plans, and evaluate the process and results.
- Solve Problems: Assess problem situations to identify causes, gather and process relevant information, generate possible solutions, and make recommendations and/or resolve the problem.
- Flexibility/Adaptability: Initiate and implement best practices in adaptation to changing environments amongst programming and social service trends. When appropriate, simplify and improve work processes.

Lincoln Park Community Services is an equal opportunity employer. We do not discriminate on the basis of race, color, religion, marital status, age, national origin, ancestry, physical or mental disability, medical condition, pregnancy, genetic information, gender, sexual orientation, gender identity or expression, veteran status, or any other status protected under federal, state, or local law. All aspects of employment including the decision to hire, promote, discipline, or discharge, will be based on merit, competence, performance, and organizational needs. Our goal is to be a diverse workforce that is representative of those we serve.

Email Recruitment@lpcschicago.org to apply

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