



Thrive DC provides meals, crisis assistance, employment training, and comprehensive support services to homeless and low-income men, women, and children in downtown Washington, DC. Thrive DC's mission is to provide a safe, stable, and welcoming environment in which a person can have his or her immediate needs met and be given the support, services, and opportunity needed to reach his or her full potential.

Job Title: **Program Director**

Immediate Supervisor: Executive Director

Salary: \$85,000

Hours: Full Time, Monday – Friday, 9 AM – 5 PM

The Program Director provides planning, assessing, coordinating, and implementation of services to enhance each client's social and psychosocial wellbeing and assures that care standards are met and the highest degree of quality client care is provided at all times.

The position must function as a team member, team leader, and supervisor to ensure that work is accomplished and quality care is delivered, supporting team members and taking direction from the Executive Director. While focusing on delivering quality services, the position must also manage the resources within their control and oversee data collection, outcomes, and evaluation of programming.

This position is being implemented at a time for growth at Thrive DC, and will expand and enhance our current reentry, substance abuse, emergency services, victim's services, and employment programs. This position will be responsible for cultivating and maintaining relationships with community organizations that can help meet our programmatic and client needs.

The Program Director will also be responsible for coordinating and managing direct services and associated with the social service portion of our emergency meals programs.

Qualifications:

(Required): Licensed clinical social worker (LCSW); 5 or more years of direct social service experience working with vulnerable communities including returning citizens, homeless, immigrant and persons with serious and persistent mental illness/and or substance abuse problems. Must have positive communication and excellent managerial and interpersonal skills; strong writing and computer skills; enthusiasm, sense of humor,



creativity, flexibility, and patience. Must be able to thrive in a lively, fast-paced, and challenging environment and to work well both independently and as part of a team.

(Preferred): Knowledge of and experience with reentry services, substance use and recover, and homeless services in DC; experience working with ex-offenders, veterans, transgender individuals, and people with HIV/AIDS; previous experience in program planning and development; experience building collaborative community partnerships; experience with outcome-focused program evaluation; proven success with grant writing and administration; bilingual in Spanish a plus.

Key Responsibilities:

- Develop an effective plan of action for running our programs from inception to completion
- Manage daily operations that support and implement our current program objectives
- Strategically map-out a program schedule and timeline and ensure it is followed
- Oversee and advise program staff in various tasks
- Ensure the smooth and proper functioning of current programs
- Assess and manage program risks
- Develop work systems and processes that effectively drive productivity
- Suggest and help create marketing initiatives to increase awareness of the program
- Track, record, and compile program performance data
- Analyze program results and present findings to management
- Seek out new and creative program ideas to implement
- Prepare and maintain budgets
- Help secure and manage program funding
- Ensure programs always support and advance the organization's mission
- Work with leadership to set strategic goals and objectives for programs and provide strong leadership while directing programs



- Resolve problems between program teams and other internal stakeholders.
- Coordinate with program managers and other stakeholders to create detailed implementation plans. This includes deadlines, milestones, processes, and risk mitigation protocols.
- Provide processes and innovations for monitoring performance and collaborating with program teams to determine ways to improve.
- Develop and conduct therapeutic and psychosocial workshops and groups for clients.
- Provide clinical supervision to staff and interns in conducting intakes and assessments for new clients and providing individual counseling and case management.
- Provide on-going training to staff, interns, and volunteers on dealing with clients and their needs.
- Assist in the supervision and coordination of emergency meal programs.

Additional Responsibilities:

- Develop appropriate evaluation measures and create and maintain systems to track client progress, report outcomes and evaluate programs.
- Lead program staff in the development of best practices and evidence based strategies to best serve clients.
- Create and strengthen relationships with community service providers and local employers to facilitate placements of trainees, returning citizens and homeless individuals into housing, employment, and treatment programs.
- Work with Executive Director and Development Director to identify and secure new funding and provide data and reports to meet requirements of current funding sources.
- Take initiative and work independently with little supervision.
- Deal with conflict in a manner that produces positive results and maintain a professional and confidential manner at all times.
- Have the ability and willingness to do occasional physical labor including lifting, carrying, cleaning, etc.
- Other duties as assigned.