

Midland's Open Door

Job Description

The life-transforming power of the gospel of Christ calls us to walk with the homeless, hungry and hurting; modeling God's love through biblical hospitality and supportive services.

Position Title	Program Director
Supervisor	Executive Director
Effective Date	05.20.2023
Status	Full-time Exempt Employee

Summary

To assist in fulfilling the purpose and mission of Midland's Open Door (MOD) by developing and overseeing shelter and outreach programs, and the growth and training of student interns.

Essential Functions

1. Participate in hiring practices including screening, interviewing, and on-boarding of new staff.
2. Responsible for supervising and training shelter coordinators, case managers, and student interns as well as conducting regular performance reviews.
3. In coordination with the senior leadership team, coordinate and develop programming for shelter and community guests.
4. Assist in the planning, implementing, evaluating, and maintaining of the program budget to promote godly stewardship within the ministry.
5. Ensure accurate statistical data is gathered and reported in a timely manner.
6. Maintain client management system, serving as the ministry's liaison with the client management software company and ensuring accuracy and security of digital and physical client files.
7. Advise the leadership team in matters relating to the ministry through implementation of the strategic plan and assist in the development and implementation of policies and procedures.
8. Lead and/or attend staff meetings and contribute to the efficiency and effectiveness of the ministry.
9. Support shelter staff by maintaining on-call hours.
10. Maintain shelter guidelines and daily activities and arbitrate disputes and disagreements among shelter guests as needed.
11. Administer urinalysis and breathalyzer screens as needed.
12. Maintain high standard of confidentiality while providing accurate and timely documentation, including regular audits of case files.
13. Direct oversight of outreach programs and case management, including community crisis assistance.
14. Supervision of the Biblical Counseling program, including licensed therapeutic services.
15. Maintain a good working knowledge of mental health and crisis intervention practices.
16. Represent the ministry at community meetings and participate in committees as assigned.

17. Write curriculum and conduct on-going development training for staff and key volunteers from local churches.
18. Implement and manage the oversight of the Family Support Program, including recruiting, training and maintaining supportive engagement of faith communities; and directing family selection for the program.
19. Additional duties as assigned by the Executive Director.

Qualifications

- Must provide a clear biblical testimony of a personal experience of receiving, by faith, the Lord Jesus Christ as Savior and give evidence of His presence in daily living (Romans 6:13; Ephesians 4:20-32; Philippians 1:9-11, 3:7-11).
- Actively seek the unity of believers.
- Christian maturity and a member in good standing of a Christ-centered church.
- Possess a desire to serve in meeting the physical, spiritual, emotional and relational needs of the homeless, hungry and hurting; pointing them to Jesus Christ as Savior and Lord and teaching and modeling biblical stewardship and godly, interdependent living.

Education and experience

- BA in a human services field required; post-graduate degree preferred.
- Minimum five years of successful program management experience.
- Demonstrated ability to teach one-one-one and large groups.
- Proven project leadership experience.

Skills and abilities

- Ability to administer the ministry's programs and to institute and interpret the program policies and procedures.
- Must be an effective leader with the ability to establish and maintain effective working relationships with peers, volunteers, shelter and soup kitchen guests, and the public.
- Ability to present ideas clearly and concisely, orally and in writing.
- Knowledge of the dynamics of homelessness, substance abuse, mental health and poverty.
- Strong interpersonal skills and a demonstrated ability to relate to people from diverse backgrounds.
- High personal integrity.
- Effective problem-solving, conflict resolution, prioritization, and multitasking skills.
- Strong ability to manage the operation of office tools: word processing, spreadsheets, e-mail, and calendaring.

Physical

- Sitting or standing for long periods of time to perform job functions
- Manipulate, handle, feel and control items or equipment
- Ability to climb stairs
- Ability to read, write and interpret written documents
- Occasionally lift and move objects weighting up to 35 pounds

Employee Signature

Date