



Program Director Job Description

Organization Overview

With more than 25,000 nightly stays, Nashville Launch Pad has provided shelter and support to unhoused young adults in the Middle Tennessee area since 2014. Launch Pad is also the only LGBTQ+ affirming, adult serving, Emergency Shelter within 175 miles of Nashville. This work is offered through three main programs:

Emergency Shelter - Emergency Shelter - Seasonal overnight program operating November 1 through April 1 each year. Capacity of 20 young adults, age 18-26 each night, in partnership with local churches. Hot meal, shower, mattress, linens, first aid, and additional supplies provided.

Mobile Housing Navigation Center - Single grant funded, this 24/7 year-round program offers staffed transitional housing and resource navigation for up to 15 young adults, ages 18-24. Must be experiencing literal homelessness and referred from the city's Homelessness Management Information System (HMIS).

Independent Supported Living Program - Transitional housing for ages 18-26. Up to six guests share a 3 bedroom apartment, free of charge for up to 6 months while working to stabilize and establish permanent housing. Highly independent program that requires residents to live in a self-sufficient manner. Agency does not provide food, transportation, or case management for this program.

Program Director Role Overview

Qualifications

- Master's degree in a related field of work or equivalent relevant work experience.
- Documented experience in staff supervision, leadership, and team management.
- Significant experience in a 24-hour residential program or related field including crisis services or shelter operations.
- Demonstrated experience with marginalized populations including LGBTQ+ and BIPOC.
- Strong background in trauma informed practices and anti-racism.
- Position requires a valid driver's license, personal vehicle insurance, a clear driving record for the last three years and use of a personal vehicle.
- Ability to work extended or flexible hours, including nights, weekends, and on-call as needed.
- Successful pre-employment background check.
- Willingness to submit to a pre-employment drug screen.

Essential Responsibilities

1. Supervision & Staffing

- a. Provides on-site supervision of staff, interns, and guests; also conducts frequent 1:1s which may be in-person or virtual.
- b. Hires and evaluates staff and interns in concert with other staff.
- c. Coordinates and/or facilitates initial and ongoing staff development training, ensuring staff are well versed in Trauma Informed Care practices, De-Escalation techniques, systemic causes of homelessness, and effective service delivery models.
- d. Utilizes scheduling and project management tools to manage shift coverage and communication (Basecamp, etc.) across all programs.

2. Program Management & Data Reporting

- a. Conducts day-to-day operations of all programs under the guidance of the Executive Director, including regular staff meetings, initial and ongoing training, board reports, and budgeting.
- b. Ensures implementation of and adherence to agency policies and procedures. Suggests policy and procedure improvements as needed.
- c. Shares site supervision responsibility including on-site crisis intervention in rotation with other key staff.
- d. Utilizes and trains others to use data management software (SalesForce) for tracking of guest information and shift logs.
- e. Protects guest/resident and data confidentiality.

3. External Relationships & Collaboration

- a. Professionally represents NLP in an appropriate manner at relevant meetings and events.
 - b. Initiates and maintains professional working relationships with all community partners including volunteers and representatives from partner agencies.
 - c. Serve as the primary point of contact with property managers including shelter sites, landlords, etc.
 - d. Develops and maintains a network for resources and referrals.
4. Performs other duties as needed in furtherance of the mission.

Physical Requirements:

- Ability to lift or move materials with various weights up to 30 lbs.
- Ability to travel throughout the community to participate in job sanctioned activities.
- Ability to move, sit, or stand for extended periods of time.
- Ability to speak concisely, hear, sit, stand, walk, reach, climb or balance, stoop, kneel, crouch or crawl.
- Tolerance of extreme noise levels; work environment noise varies from very quiet to very loud.

Skill Competencies:

- Excellent leadership skills, including supervision and behavior modeling.

- Ability to maintain a rational and objective demeanor and exercise sound judgment when faced with stressful or emotional situations.
- Familiarity with the causes of young adult homelessness, and positive youth development principles.
- Understanding of and sensitivity to the intersectionality of race, sexual orientation, gender identity and expression, culture, ability, etc.
- Highly organized and self-motivated, able to work efficiently on an individual basis or as part of a team.
- Effective verbal and written communication skills.
- Proficient in standard platforms such as Google Suite, Word, Excel, and familiarity with database applications.
- CPR & First Aid Certification and experience with naloxone/Narcan is preferred. Training provided as needed upon hire.
- Familiarity with Homeless Management Information System (HMIS) is preferred. Training provided as needed upon hire.

Compensation:

Base Salary: \$55,000+, commensurate with experience

Benefits including accrued vacation, sick leave, and employer paid health insurance available

To Apply:

Application and resume submission is through Google Forms at

<https://forms.gle/Q8g63nGrAJNGgVv36>

Nashville Launch Pad reserves the rights to modify, interpret, or apply this job description in any way the organization desires. This job description in no way implies that these are the only duties, including essential duties, to be performed by the employee occupying this position. This job description is not an employment contract, implied or otherwise. The employment relationship remains "At-Will." The aforementioned job requirements are subject to change to reasonably accommodate qualified individuals with disabilities.