

Job Description

SUCCESS PROGRAM TEAM LEADER

Position: Success Program Team Leader

Status: Exempt. Full-time

Salary: Based on experience

Reports to: Chief Executive Officer

MISSION

Rainbow Village is a faith-based nonprofit that transforms the lives of homeless families with children by providing a stable community and services that instill initiative, self-development and accountability for future generations.

JOB SUMMARY

The Success Program Team Leader will be responsible for oversight of the day-to-day operations of Rainbow Village Success Programming, including the planning, coordination, and supervision of programming to ensure that families receive quality services that will support their efforts in transitioning from homelessness to self-sufficiency.

RESPONSIBILITIES:

- Responsible for developing and enhancing existing Success Programming and implementing new programs and services, including the Circles Gwinnett mentoring program, TBRA rental assistance program, and Alumni program.
- Responsible for setting program operational goals, communicating goals to staff, and organizing program workflow and delegating tasks to ensure goal completion.
- Responsible for hiring, training, orientation, supervision, and professional development of Success Program staff, including two full-time Success Coaches and a part-time Alumni Coach.
- Monitor staff productivity and provide constructive guidance and coaching; promote regular and ongoing opportunities for staff to give feedback and resolve any issues or conflicts; motivate staff and reward success.
- Responsible for families receiving ethical, timely, and consistent services; ensure services provide a balance between support and accountability; develop program processes and procedures that promote an agency culture that supports family self-sufficiency rather than dependency.
- Responsible for timely intake and discharge of families to ensure apartment units occupied according to utilization targets; partner with HomeFirst Gwinnett and ensure compliance with Coordinated Entry System.
- Provide crisis management for participants; make linkage for interventions as appropriate. May have a small, specialized case load, when necessary.

- Responsible for program evaluation; develop and maintain relevant program outcome measurements; ensure accurate reporting of program statistics.
- Assist with development of program budget; maintain cost control according to budgeted guidelines while providing quality services.
- Develop and maintain collaborative and productive inter-agency relationships with all agency departments.
- Support Board program committee; facilitate scheduling of committee meetings; assist with committee agenda, serve as subject matter expert for committee; support establishment and attainment of committee goals.
- Establish, lead, and participate in collaborative activities and partnerships with other area community service providers to enhance programming and support positive outcomes for families.
- Work with others in the field to advocate for the needs of homeless families with children.
- Serve as liaison for local college internship programs; provide weekly supervision for student interns; ensure student learning needs are met through meaningful work assignments within the program.
- Participate in professional activities and maintain membership in professional organizations.
- Participate in agency events.
- Provide on-call duties for agency emergencies in rotation with other agency staff.
- Other duties as assigned.

MINIMUM QUALIFICATIONS

- Bachelor's Degree in social work, counseling, clinical psychology, or related area of study. Other areas of study will be considered.
- Experience in planning, leading, and managing teams, including coordinating with peers to achieve desired outcomes, and tracking and reporting on progress to senior leadership.
- Ability to convey complex ideas through brief, simple materials.
- Effective at working with others to reach common goals and objectives.
- Understanding of the issues faced by homeless individuals and other marginalized populations in crisis.
- Availability to work occasional evenings and weekends.
- Ability to function with minimal supervision, follow directions, handle multiple tasks simultaneously, and manage stressful situations effectively.
- Current and knowledgeable about external community resources, referrals and service linkages.
- Experience using Client Track HMIS preferred.
- Flexibility and a good sense of humor will be helpful.

PREFERRED QUALIFICATIONS

- Master's Degree in social work, counseling, clinical psychology, or related area of study (licensed eligible is preferred).
- 2+ years in a supervisory position.

ACKNOWLEDGEMENTS	
Supervisor: I have approved this job description and reviewed with my employee.	
Signature:	Date:
Employee: I have reviewed this job description with my supervisor and acknowledge receipt.	
Signature:	Date: