



## Director, Clarksville Region

**Position:** Full Time / Salary / Exempt

**Supervisor:** Chief Executive Officer

**SUMMARY:** The Director, Clarksville Region operates and manages a satellite service center. He/she is primarily responsible for supervising and administering professional social services to Veterans within the geographic region of the satellite location and supervising staff members assigned to the office. Additionally, he/she will perform collaborative partner outreach functions and represent the CEO at regional meetings.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

#### **Community Engagement:**

1. Builds and sustains relationships with local city/county government, outlying counties, officials, businesses, partners, and local military bases/offices.
2. Builds community awareness for developing financial support of the satellite office through private donations and fundraising events working in tandem with the Chief Executive Officer and Chief Development Officer.
3. Develops a base of volunteers to support office programs and events.
4. Assists Manager, Operation Connect to develop and execute networking events.
5. With Chief of Development and External Affairs (CDO), maintains robust social media presence to engage the Clarksville community.
6. With CDO, gathers information and/or applies for local funding opportunities.

#### **Program Administration:**

1. Develops, monitors and/or recommends program offerings within the scope of agency mission and organizational guidelines:
  - Case management
  - Housing assistance
  - Temporary financial assistance disbursement
  - Transition assistance
  - Outreach
  - Benefits counseling
  - Employment assistance
  - Other miscellaneous social services and events

2. Understands various VA grant guidelines including Grant Per Diem for Service Centers, Supportive Services for Veterans and Families and SSG Fox Suicide Prevention Grant Program.
3. Ensures individual client services rendered by Service Center staff are entered into the client database. Oversees and analyzes data entry plus prepares monthly reports.

**General Duties:**

1. Adheres to Agency and Department policies and procedures.
2. Participates in Agency and Department meetings and events, collection of data/information, and Quality Improvement Monitoring and Review.
3. Collaborates with C-Suite to develop the office budget.

**SUPERVISORY RESPONSIBILITIES:**

The Director supervises assigned staff and carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include: interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems. In times of absence, delegate duties to the assistant office manager.

**QUALIFICATIONS:**

Bachelor's degree required, master's degree beneficial, preferably in business administration and/or commensurate four or more years of experience in managing independent office locations; experience in sales or social services beneficial. Possesses valid, current driver's license.

**OTHER SKILLS, ABILITIES, AND QUALIFICATIONS:**

- Veteran preferred.
- Comprehensive knowledge of the Middle Tennessee region's veteran, community (especially homeless), employment services and resources.
- Excellent organizational, multi-tasking and time management skills.
- Broad capacity for global thinking and creative problem solving.
- Ability to motivate clients and staff toward success.
- Compassionate, energetic and team focused.
- Comfortable in individual, group, and public speaking environments.

**BENEFITS:**

Fun, mission driven culture; excellent PTO policy; 401K and subsidized health care, dental and vision plan.

**HOW TO APPLY:**

A resume and cover letter should be submitted to [jobs@osdtn.org](mailto:jobs@osdtn.org). No phone calls please. Selected candidate must pass a drug test and background check.

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