Director, Clarksville Region

Position: Full Time / Salary / Exempt

Supervisor: Chief Programs 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 appropriate staff members assigned to the office. Additionally, he/she will perform collaborative partner outreach functions and represent OSDTN at regional meetings.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Community Engagement:

1. Builds and sustains relationships with local city/county governments, officials, businesses, community partners, and local military installations throughout the Clarksville region and surrounding counties.
2. Collaborates with the Development team to establish and maintain a base of volunteers supporting regional programs and events.
3. Coordinates with the Director of Operation Connect and other appropriate program leadership to align community outreach activities, clarify roles and responsibilities, and minimize duplication of staff attendance and representation at community events.
4. Assists the Director of Operations and other OSDTN program leaders in developing and executing networking and community engagement events.
5. Collaborates with the Chief Development Officer (CDO) and Marketing Director to support a strong social media presence and promote community awareness of OSDTN services throughout the Clarksville region.
6. Collaborates with the CDO to identify and pursue local funding opportunities supporting regional operations and services.

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. Demonstrates working knowledge of applicable grant requirements and ensures regional operations adhere to relevant program guidelines, including, but not limited to, Grant and Per Diem (GPD) Service Centers, Supportive Services for Veteran Families (SSVF), Staff Sergeant Parker Gordon Fox Suicide Prevention Grant Program (SSG Fox), Legal Services for Veterans (LSV), and other applicable funding sources.
3. Ensures individual client services rendered by Service Center staff are entered into the appropriate client databases. Oversees and analyzes data entry and prepares monthly and other reports as required.

Case Management:

1. Oversees Service Center intake and case management activities, including intake assessments, SSVF screenings and assessments, health and wellness assessments, individualized Veteran care planning, resource coordination, education, advocacy, and internal and external referrals. Ensures appropriate documentation, follow-up, and adherence to applicable program requirements.

2. Provides direct case management assistance when operationally necessary to ensure continuity of Veteran services.

Facility Maintenance, Safety, and Security Oversight:

1. In coordination with Director of Operations, oversees the general maintenance, safety, security, and operational readiness of the regional Service Center, and follows up on identified needs.

2. Ensures routine facility inspections are conducted, maintenance needs are identified and reported, and corrective actions are followed through to completion.

3. Ensures compliance with agency safety and emergency preparedness policies, including the scheduling, conducting, and documentation of required safety drills, such as fire, evacuation, and other emergency response exercises.

4. Identifies and promptly communicates facility-related safety or security concerns to appropriate agency leadership.

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; monitor regional expenditures and identify budget concerns.

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. Possess 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. No phone calls, please. Selected candidate must pass a drug test and background check.

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