



Deputy Program Director, Transitional Housing

Position: Full Time / Regular-Exempt

Supervisor: Director, Clinical Services

SUMMARY: The Deputy Program Director (DPD), Transitional Housing Program (THP) works directly with the Director, Clinical Services (DCS) to perform supervisory, administrative, and clinical duties to increase the operational efficiency of the agency's Transitional and Aftercare programs. The DPD is primarily responsible for the program's admission and discharge processes, as well as supervision of staff hours/scheduling; monitoring of the Veteran records; day-to-day operations; ordering/invoicing; service coordination and scheduling; and internal Veteran client complaints and problem solving.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Provision and management of the THP Screening, Admission, and Discharge processes including:
 - Coordinates referrals and establishes/ maintains appointments and schedule for program screenings and admissions.
 - Conducts program screenings to include collection of relevant eligibility documentation and completion of relevant agency, program, HMIS assessments and documentation.
 - Coordinates with Transitional Housing Staff admission scheduling.
2. Oversees day-to-day provision and management of Aftercare and THP services:
 - Conducts daily department meeting to ensure coordinated and efficient team functioning.
 - With Director, serves as a contact point for department crisis/emergency response.
 - Coordinates with Facilities and Maintenance and other department staff for provision of shared responsibilities and/or problem solving.
 - Coordinates Aftercare/Transitional Housing Team's monitoring and adherence to VA and other funding sources: service, quality, documentation, safety, and standards.
3. Oversees day-to-day provision and management of the Veteran / Program supply processes (inventory, ordering, expense reporting, and distribution) including:
 - Receipts
 - House / Program Supplies
 - Vehicles
 - Veteran MTA/WeGo Transportation Resources
 - Alcohol and Drug Testing supplies and equipment

4. Coordinates Van Transportation processes:
 - Provides day-to-day management/coordination of the THP Driver(s) and related services.
 - Creates, monitors and maintains van driver schedule.
5. With DCS, monitors and maintains adherence to VA and other funding sources requirements including quality, documentation, safety, and standards.
 - Develops, revises, updates and maintains operations manual for houses.
 - Conducts on-going training with staff, resident advisors and residents on operations.
 - Conducts monthly house inspections to include monitoring of relevant safety logs and maintain record of results.
 - Conducts documentation audit of department Veteran records.
6. Serves as department leadership in absence of the Director, Clinical Services.
 - Attends relevant agency leadership / inter-departmental meetings.
 - Attends relevant community meetings.

General Duties and Responsibilities:

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. Performs other duties as designated by supervisor or agency.

QUALIFICATIONS:

Bachelor's Degree in social or human services or related field. Three or more years of case management/social work or equivalent experience. Two or more years in a supervisory role. Master's Degrees in social work or human services or related field preferred.

Possess valid, current Tennessee driver's license.

OTHER SKILL, ABILITIES, AND QUALIFICATIONS:

- Veteran preferred.
- Excellent organizational, multi-tasking and time management skills.
- 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.

As of Sep 2023