



POSITION: Director of Programs & Services

REPORTS TO: Executive Director

JOB TYPE: Full-time, Salary, Exempt

SALARY RANGE: DOE

ORGANIZATION OVERVIEW

The Anchorage Coalition to End Homelessness (ACEH) began in 2004 as a grassroots collaboration with homeless service providers working together to solve homelessness. Since its founding, ACEH has grown to be the lead convener around homelessness in Anchorage and continues to grow as the system backbone for the Homeless Prevention and Response System (HPRS). ACEH leads the work around Anchored Home, the Anchorage community plan to solve homelessness in partnership with those with lived expertise, providers, government partners, private and philanthropic partners, and the public.

JOB SUMMARY

The Director of Programs & Services is responsible for organizing and facilitating the daily programmatic operations of ACEH including managing organizational grants and programmatic expenses, supervising a small team of grant and programmatic staff, providing support for the management team and executive director, and implementing strategic efforts. The Director of Programs & Services also works with various government entities and other community stakeholders to implement and advance local, state, and federal efforts to solve homelessness.

KEY FUNCTIONS, DUTIES, & RESPONSIBILITIES

- Liaise with Executive Director on all core operational, programmatic, and strategic activities.
- Develop, implement, and monitor day-to-day ACEH operational systems including creating processes that provide visibility into goals, progress, and obstacles for key initiatives.
- Set and implement strategic goals for the city-wide Homeless Prevention & Response System's operational efficiency and increased system health.
- Provide strategic leadership, oversight, and direction to program and grants staff to ensure continuous quality improvement within the organization.
- Model the organizations values and provide effective motivation, encouragement, and accountability for all members of the workforce.
- Direct, supervise and evaluate work activities of direct reports and related



contractors/vendors. Identify, articulate, and monitor progress against standards of behavior and performance. Address any personnel issues to promote a productive and supportive work environment.

- Evaluate the internal and external programs & grants processes according to organizational priorities and implement improvements.
- Manage program & grant financial information and assist with operational budgets to support organizational stability and ACEH's strategic plan.
- Revise and/or formulate Homeless Prevention & Response System policies and promote implementation in compliance with local, state and federal guidance.
- Manage and oversee relationships/agreements with external partners and vendors.
- Evaluate ACEH overall performance by gathering, analyzing and interpreting data and metrics for program and grant performance.
- Ensure that the organization runs with legality and conformity to established regulations.
- Provide management and oversight to other special initiatives as determined by the Executive Director.
- Please note that some travel is required for this position.

KNOWLEDGE / SKILLS / ABILITIES

Required Skills

- *Mission-driven:* Desire to join a dedicated and ambitious staff that is passionate about making homelessness rare, brief and one-time through client-centered strategy.
- *Leadership:* Ability to lead by example, support staff professional development, and display heart, empathy, and resolve in daily interactions with internal and external partners as a representative of ACEH.
- *Program Management:* Proven ability to plan and manage operational process for maximum efficiency and productivity. Demonstrated experience with complex budgets blending government and philanthropic grants.
- *Flexibility:* Ability to streamline and implement new systems that enhance speed, efficiency, and support rapidly shifting community demands.
- *Communication:* Excellent written, verbal and presentation communication skills. Ability to effectively facilitate productive discussion among diverse stakeholder groups. Strong interpersonal skills and the ability to develop strong working relationships across community, public, and private sectors. Experience facilitating meeting and group discussions.



- *Teamwork:* Strong interpersonal skills and the ability to develop strong working relationships across community, public, and private sectors.
- *Project Management:* Excellent organizational skills and the ability to manage multiple projects simultaneously. Proven ability to plan and manage operational process for maximum efficiency and productivity.
- *Critical Thinking:* Strong analytical skills and ability to measure and evaluate program performance
- *Technology:* Strong computer skills including proficiency in core Microsoft Office products – Word, Excel, PowerPoint, Outlook.

Preferred Knowledge and Skills

- Experience in the writing and management of federal or state grants.
- Knowledge of and experience in local homelessness and housing issues and programs.
- Experience with HUD Continuum of Care programs.
- Ability to interpret and communicate federal regulations.

EDUCATION AND EXPERIENCE

Required Education and Work Experience

- Master's degree in Public Administration, Business Administration, Public Policy, or a related field (or BA in related field with at least 5 years of commensurate experience to illustrate the ability to perform the duties of the position)
- 5+ years of senior leadership experience (in either private or nonprofit sector), including demonstrated success in staff management.
- 3+ years public policy and/or governmental experience
- 3+ years progressive supervisory experience
- 2+ years program management experience
- 2+ years of community-based program work and/or coalition building

Preferred Education and Experience

- 3+ years of experience in homeless service programs, housing programs, mainstream support programs like behavioral health.
- Anchorage-based experience with government, philanthropic, and local business community preferred.
- Alaskan-based experience in homeless services, state and local policy on housing and homelessness, behavioral health resources and local funding opportunities preferred.
- Demonstrated experience working with complex budgets blending



government and philanthropic grants.

OTHER JOB REQUIREMENTS

All members of the workforce will be expected to demonstrate a commitment to ACEH's vision and mission and consistently demonstrate its values in all areas of their work. Moreover, everyone is expected to demonstrate collaboration and teamwork, accept direction, feedback and coaching, and prove themselves to be a reliable and consistent resource to clients and colleagues.

Ability to hold a valid Alaska driver's license, and access to reliable, insured vehicle to be used for work-related travel in the Anchorage area. Vehicle insurance must meet minimum State of Alaska requirements. Able to work remotely with consistent internet to host virtual meetings with statewide partners. Must be able to pass a background check and driving record check. ACEH requires employees to be vaccinated against COVID-19 with exceptions only as required by law.

ANTI-DISCRIMINATION POLICY

ACEH does not discriminate against any employee or applicant for employment because of race, color, religion, national origin, ancestry, age, sex, sexual orientation, gender identity, or marital status, or physical or mental disability (disability applies to any "qualified individual with a disability," as that phrase is defined in the Americans with Disabilities Act of 1990). All qualified applicants will receive equal consideration for employment without regard to race, color, religion, national origin, ancestry, age, sex, sexual orientation, gender identity, or marital status, or physical or mental disability.