

MEDINA METROPOLITAN HOUSING AUTHORITY

An Equal Opportunity Employer

JOB DESCRIPTION

Job Title:	Program Director: Next Step Up and Emergency Housing Assistance Programs
Supervisor:	Executive Director
Employment Status:	Full-time, Non-Bargaining Unit Position
FLSA Status:	Exempt
Positions Supervised:	Emergency Case Managers (2) and Shelter Manager

Job Summary: The Program Director provides strategic leadership, management, and operational oversight for the Next Step Up Emergency Homeless Shelter (NSU) and EHAP programs. This role ensures compliance, fiscal responsibility, program development, and community engagement to deliver effective services for homeless individuals, families, and individuals in housing crisis.

Duties and Responsibilities:

- Develop and oversee the overall strategic plan for the shelter and EHAP Programs (Shelter Plus Care, Rapid Rehousing, Homeless Crisis Response Programs).
- Ensure full compliance with all local, state, and federal regulations, including HUD, COHHIO, and other supervisory entities.
- Manage NSU budget, funding, and financial reporting, including preparation and submission of all EHAP budgets, fund requests, and related drawdowns.
- Cultivate and maintain relationships with donors, government agencies, community partners, and landlords to support shelter and EHAP initiatives.
- Work with Executive Director on fundraising efforts, including grant applications and reporting obligations for all departmental grants.
- Establish and enforce policies and procedures to ensure safety, quality of care, and regulatory compliance across all shelter and EHAP programs.
- Oversee program development, service delivery, and evaluation, including reviewing all applications for housing under EHAP Rental Assistance Programs.
- Hire, train, and supervise EHAP staff; perform personnel evaluations for subordinate employees.
- Represent NSU publicly to advocate for homeless issues and collaborate with community organizations.
- Ensure thorough data collection, accurate reporting, and submission of monthly and special reports to supervisory agencies.
- Address crisis situations proactively and develop sustainable long-term solutions for shelter clients.
- Recommend client terminations from EHAP Programs where necessary, reviewing and approving or escalating decisions to the Executive Director.
- Collaborate closely with the Executive Director on planning and implementation for NSU.
- Support Next Step Up, Inc. as the administrative and operational oversight body for the Housing Authority.
- Manage NSU operations in alignment with strategic goals and compliance requirements.
- Perform all other duties as assigned.

Skills and /or Experience:

- Bachelor's Degree required, Social Work Degree or a related discipline preferred.
- Two years' experience in management of a similar operation required.
- Computer literacy with strong knowledge of Microsoft Office with excellent word processing and spreadsheet skills.
- Excellent problem resolution, interpersonal skills, and conflict management skills.
- Ability to work independently at all levels in the organization and across diverse cultures.
- Superior communication skills for public presentations, grant writings, and stakeholder interaction.
- Ability to work independently and manage multiple projects with competing deadlines.

Inherently Hazardous and/or Physically Demanding Working Conditions:

- The essential functions of this job require the encountering of irate clients or individuals and exposure to environmental factors including cold, excessive heat, noise, fumes, dirt, contagious diseases, unsanitary conditions, insect infestation, bodily waste, odors, common office chemicals, and may involve lifting of up to 40 pounds.

Additional Requirements:

- Must successfully undergo a criminal background check.
- Must possess a valid Ohio Driver's License and be acceptable to the Authority's automobile insurance provider.
- Must provide proof of eligibility to work in the United States
- Must be able to deal with culturally diverse populations and perform within strict ethical standards.
- This position may require additional training and travel to meet performance expectations.
- Maintain strict confidentiality of client issues and agency matters as defined by professional ethics and applicable laws.

This job description in no manner states or implies that these are the only duties and responsibilities to be performed by the position incumbent. Employee signature below signifies review and understanding of the contents.

Executive Director/Approval

Date

Employee Name (Signature)

Date

Employee Name (Print)