

POSITION TITLE: Program Director (CoC RRH)
Hiring Range: \$47,500 - \$58,125

Classification: Full-Time
FLSA Status: Exempt

SUPERVISED BY: Chief Operating Officer

Location: Albuquerque, NM

SUMMARY: The Program Director is responsible for the overall leadership, implementation, and evaluation of the Continuum of Care (CoC) Rapid Rehousing (RRH) program, ensuring alignment with Housing First principles and the strategic goals of the organization. This role provides high-level oversight of program operations, contract compliance, staff supervision, and community partnerships to support individuals, families, and veterans experiencing homelessness. The Director will lead a multidisciplinary team in delivering time-limited rental assistance and comprehensive supportive services, including intake and assessment, individualized housing stabilization planning, housing navigation, and service coordination. The position requires expertise in housing systems, trauma-informed care, and evidence-based practices such as Motivational Interviewing, Harm Reduction, and strengths-based approaches. In collaboration with the Director of Programs and executive leadership, the Program Director will oversee program budgets, grant reporting, and quality assurance. They will also play a key role in staff recruitment, training, and development, fostering a trauma-informed, culturally competent, and collaborative work environment. The Director will conduct regular team meetings, identify program strengths and areas for improvement, and implement strategies to enhance service delivery and client outcomes.

ESSENTIAL JOB FUNCTIONS:

Program Management and Oversight

Provide strategic oversight and day-to-day management of the Rapid Rehousing (RRH) program, ensuring alignment with Housing First principles and Continuum of Care (CoC) standards. Monitor program performance, including housing placement, retention rates, and participant outcomes, and lead continuous quality improvement initiatives. Ensure compliance with all federal, state, and local funding requirements, including timely and accurate reporting to funders and executive leadership. Oversee the coordination and administration of multiple funding streams (e.g., Emergency Shelter, Safe Haven, Transitional Housing, RRH), managing a program budget exceeding \$1M annually. Collaborate with the finance department to track expenditures, manage rental assistance disbursements, and implement cost containment strategies as needed.

Case Management and Supervision

Supervise a multidisciplinary team of case managers and support staff, ensuring effective service delivery and adherence to evidence-based practices. Provide training and coaching on trauma-informed care, motivational interviewing, harm reduction, and other best practices relevant to serving individuals experiencing homelessness. Ensure that individualized Housing Stabilization Plans (IHSPs) are developed, implemented, and regularly updated for all participants. Monitor caseloads and service intensity to ensure appropriate support based on participant acuity, and review documentation in HMIS and internal systems for accuracy and compliance.

Outreach and Community Engagement

Represent the RRH program in community coalitions, stakeholder meetings, and public forums to promote awareness and collaboration. Cultivate and maintain partnerships with landlords, housing providers, and community-based organizations to expand housing and service options. Oversee outreach strategies to identify and engage eligible participants, including veterans and families experiencing homelessness, ensuring equitable access to services.

Staff Support and Development

Lead recruitment, hiring, onboarding, and performance management of program staff in collaboration with the Director of Programs. Conduct regular supervision, performance evaluations, and professional development planning to support staff growth and accountability. Foster a trauma-informed, inclusive, and collaborative work environment that values diversity and promotes high performance. Facilitate interdisciplinary team meetings to encourage communication, problem-solving, and shared decision-making.

Administrative and Contract Management

Assist in the development and submission of grant applications, renewals, and required reports to funders. Ensure data integrity and compliance through accurate documentation in HMIS and internal systems. Maintain knowledge of fair housing laws, tenant rights, and veteran-specific services to ensure program compliance and advocacy. Collaborate with executive leadership to assess program needs and implement strategic improvements that enhance service delivery and outcomes.

<p><i>Preference given to eligible Veterans and Immediate Veteran Family Members</i> <i>NMVIC is an Equal Opportunity Employer</i></p>
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Minimum Qualifications	Bachelor's Degree or equivalent that enables you to perform the roles and responsibilities of the position for which applied
	Three (3) or more years of successful, direct management experience working with diverse teams helping those in need
	Experience assisting vulnerable populations including those suffering from mental illness, addictive behavior, criminal histories and severe trauma
	<i>* Combination of education and experience may be substituted at discretion of hiring</i>
Preferred Skills	Master's Degree in Human Services, Public Administration, Social Work, or related field
	Five (5) or more years of successful direct management experience supervising multiple teams in a variety of disciplines, in the nonprofit sector
	Three (3) or more years of professional experience providing services to homeless individuals through multiple funding streams
KNOWLEDGE, SKILLS & ABILITIES	
Client-Focused	<ul style="list-style-type: none"> • Understanding of clients suffering from chronic long-term homeless issues including mental illness, psychosocial integration and substance use • Appropriately handle crises and apply effective de-escalation techniques in a trauma-informed manner
Judgment and Decision Making	<ul style="list-style-type: none"> • Coordinate with Development Director when addressing complex organizational needs involving multiple community partners • Assess fiscal effectiveness and make sound decisions that require costs to be incurred for the organization
Communication	<ul style="list-style-type: none"> • Communicate effectively both orally and in writing at the professional level • Mentor teams to become High Performers • Maintains positive work atmosphere by behaving and communicating in a manner that fosters good relationships with clients, co-workers and supervisors
Technical Skills	<ul style="list-style-type: none"> • Apply effective problem-solving techniques to include administrative, financial and logistical, management and supply economy methods to meet or exceed objectives • Perform qualitative and quantitative analysis of programmatic outcomes using Key Performance Indicators of program success • Develop programs and processes that enable effective organizational growth
Teamwork	<ul style="list-style-type: none"> • Demonstrate tolerance, patience, flexibility, and the ability to work independently, and as a part of a team, to solve problems and achieve programmatic goals • Manage workload and provide support to team members when needed
PHYSICAL REQUIREMENTS	
Constant	Direct, plan, and manage policy & program development
Frequent	Enforce policy and adhere to HIPPA and PII guidelines
Frequent	Address conflict appropriately and professionally
Occasional	Drive safely and up to 15-passenger van. Able to lift up to 25lbs
ADDITIONAL REQUIREMENTS	<ul style="list-style-type: none"> • Valid US Driver License, Proof of Current Insurance, Use of Reliable POV • Clean Motor Vehicle Driving Record – no more than 2 moving violations or license suspension in the past 3 years
	<i>* Criminal History does not automatically exclude applicant from potential hiring</i>
WORKING CONDITIONS	Indoor: 80% - Office environment Outdoor: 20% - All weather conditions & temperatures