



JOB TITLE: Continuum of Care Director

DEPARTMENT: Continuum of Care

REPORTS TO: Chief Operating Officer

DIRECTLY SUPERVISES: CoC Coordinator(s), CoC Planning Administrator, Youth & Special Populations Administrator

FLSA: Exempt

Salary: \$65,00-70,000

SUMMARY: The Continuum of Care Director is responsible for executing the agreement between the Memphis & Shelby County Homeless Consortium and Community Alliance For The Homeless (CAFTH) that designates CAFTH as both the Collaborative Applicant for the Continuum of Care (CoC) and the CoC Planning Lead Agency. This includes providing year-round CoC and Youth Homelessness Demonstration Program (YHDP) planning, technical assistance, and oversight of all activities related to the community's Strategic Plan to End Homelessness.

DUTIES AND RESPONSIBILITIES:

- Oversee day-to-day supervision and guidance of related staff.
- Provide staff support and technical assistance/policy guidance to the Memphis & Shelby County Homeless Consortium, its committees, and the Governing Council.
- Develop and conduct an annual performance monitoring assessment process that is aligned with the HEARTH Act and community Strategic Plan to End Homelessness which includes agency site visits, random case file reviews, and analysis of HMIS and financial management data.
- Support implementation of the HEARTH Act by sharing all relevant information, offering technical assistance and identifying and/or responding to program requests for technical assistance that will result in enhanced performance for all CoC, YHDP, and ESG funded programs.
- Provide annual gaps analysis and performance information to the City of Memphis and Shelby County, which includes recommendations and support to the City of Memphis for the Emergency Solutions Grant (ESG) funding process.
- Provide at least annual assessments of the community's progress in reducing homelessness and systems-level analysis.

- Develop and submit the community's application for funding under the Continuum of Care program as the Collaborative Applicant and coordinate the submission of program applications by the individual programs.
- Apply annually for all CoC & YHDP grants and perform the required grant activities.
- Conduct ongoing review and analysis of literature on homeless and other special needs populations.
- Extract and analyze local data on homelessness and other special needs populations from HMIS and other data sources.
- Collect information on funding opportunities and work with Chief Executive Officer and Chief Operating Officer to develop applications for funding, including HUD's annual Continuum of Care grant and others as assigned.
- Develop, write, edit, and/or contribute to needs assessments, grant applications, reports to funders, and presentations.
- Oversee special populations system improvements including, but not limited to, programs improving access for individuals and families who are justice involved, medically fragile, limited English proficient, and/or domestic and intimate partner violence survivors.
- Oversee community outreach events including, but not limited to, 901 Counts.
- Oversee Youth Homelessness Demonstration Program (YHDP) grant including all associated activities required for implementation.
- In collaboration with the Chief Operating Officer, develop emergency response plans for the Memphis & Shelby County Continuum of Care.
- Represent Community Alliance for the Homeless in the community by attending planning meetings and serving on grant/application review committees.
- Attend recommended training and conferences to ensure the development of the knowledge base.
- Serve as the main point of contact for the Memphis & Shelby County Homeless Consortium.
- Staff the following meetings: Governing Council, CoC Planning and others as needed.
- Perform other related duties as assigned by management.

SUPERVISORY RESPONSIBILITIES:

- Directly supervise CoC Coordinator(s), CoC Planning Administrator, Youth & Special Populations Administrator
- Carry out supervisory responsibilities under 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.

QUALIFICATIONS:

- Bachelor's Degree (BA) from a four-year college or university, a preferred Masters' Degree in human services, and two years of related experience and/or training, or equivalent combination of education and experience.
- Certificates, Licenses, and registrations required:
 - Requires a valid driver's license with own personal transportation.

- Computer skills required: Proficient in MS Word, Excel, Outlook, Internet Use, and Additional Software, as needed.
- Other skills required:
 - Knowledge and experience in the use of computer-based systems.
 - Demonstrated research ability in identifying, locating, and accessing primary and secondary local, statewide, regional and national statistics, studies, and other research publications on homelessness and related issues and in analyzing/interpreting data/statistics/information resulting from that research.
 - Demonstrated successful grant writing experience to HUD, HHS/ACF, and other federal agencies.
 - Grant administration experience, including familiarity with reading and interpreting Federal regulations and guidelines.
 - High level of communication skills.
 - Oral communication skills to include public speaking to small and large groups.
 - Passion for combating homelessness, domestic violence, substance abuse, and mental illness
 - Enthusiastic, self-motivated, possess the ability to motivate others, with little need for supervision.
 - Ability to maintain a positive approach with community partners.

COMPETENCIES:

- Diversity - Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; Educates others on the value of diversity; Promotes a harassment-free environment; Builds a diverse workforce.
- Ethics - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethics; Upholds organizational values.
- Adaptability - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.
- Analytical - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs workflows and procedures.
- Change Management - Develops workable implementation plans; Communicates changes effectively; Builds commitment and overcomes resistance; Prepares and supports those affected by change; Monitors transition and evaluates results.
- Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.
- Delegation - Delegates work assignments; Matches the responsibility to the person; Gives authority to work independently; Sets expectations and monitors delegated activities; Provides recognition for results.
- Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.

- **Design** - Generates creative solutions; Translates concepts and information into images; Uses feedback to modify designs; Applies design principles; Demonstrates attention to detail.
- **Initiative** - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.
- **Innovation** - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.
- **Interpersonal Skills** - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.
- **Judgment** - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.
- **Leadership** - Exhibits confidence in self and others; Inspires and motivates others to perform well; Effectively influences actions and opinions of others; Accepts feedback from others; Gives appropriate recognition to others.
- **Managing People** - Includes staff in planning, decision-making, facilitating, and process improvement; Takes responsibility for subordinates' activities; Makes self available to staff; Provides regular performance feedback; Develops subordinates' skills and encourages growth; Solicits and applies customer feedback (internal and external); Fosters quality focus in others; Improves processes, products, and services.; Continually works to improve supervisory skills.
- **Motivation** - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.
- **Oral Communication** - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.
- **Organizational Support** - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.
- **Planning/Organizing** - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.
- **Problem Solving** - Identifies and resolves problems promptly; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem-solving situations; Uses reason even when dealing with emotional topics.
- **Professionalism** - Tactfully approaches others; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
- **Project Management** - Develops project plans; Coordinates projects; Communicates changes and progress; Completes projects on time and budget; Manages project team activities.

- Quality Management - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.
- Strategic Thinking - Develops strategies to achieve organizational goals; Understands organization's strengths & weaknesses; Analyzes market and competition; Identifies external threats and opportunities; Adapts strategy to changing conditions.
- Teamwork - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.
- Technical Skills - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.
- Visionary Leadership - Displays passion and optimism; Inspires respect and trust; Mobilizes others to fulfill the vision; Provides vision and inspiration to peers and subordinates.
- Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities, or physical requirements. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.