



Position Description

Program	Chittenden County Family Shelter
Title	Associate Program Director
Reports to	Program Director
Supervises	Housing Advocates, Special Projects, Volunteers and Interns

Job Summary

Working with the Program Director, assist in overseeing the operations of the Family Shelter and supervise the work of Housing Advocates, Interns, Volunteers and special projects. Provide leadership and direction in the absence of the Program Director. Assist families who are experiencing homelessness to find or maintain suitable housing, including advocating for clients with local social service agencies organizations, landlords and funding sources. Support all data and reporting requirements for state, federal and foundation reporting. Ensure that housing advocates are using the housing / case management plans to move families quickly out of shelter and into permanent housing. Ensure staff and guests are adhering to all program policies and procedures. Act along with the Program Director as the shelter safety officer. Ensure onsite engagement activities for adults and children.

Summary of Essential Job Functions:

Operations

- Assist in overseeing all aspects of Shelter Operations for Champlain Inn
- Support the supervision and scheduling of all staff in the absence of the Director
- Ensure up to date and high-quality housing/case management plans for all guests by all staff.
- Conduct regular performance reviews.
- Oversee Grant programs as determined by the Program Director and Executive Director
- Attend all required meetings and ensure that appropriate Family Shelter staff attend relevant meetings.
- Work with Human Resources to fill vacant staff positions
- Address all maintenance, personnel and client issues in a timely manner consistent with CVOEO's mission, values and policies
- Work with the Program Director and Executive Director on an annual review of Family Shelter policies and make updates as needed

Finances

- Work with the Finance Department and support daily financial responsibilities as determined by the Program Director
- Aid in preparation of the annual budgeting process with the Finance team and ensure that the budget is met efficiently
- Complete purchasing of supplies, services and building maintenance in line with budget and grant requirements as determined by the Program Director

Community Relations and Housing Services

- Build strong relationships with area landlords
- Oversee external activities related to the shelter such as outreach to area hotels or encampments
- Attend community meetings that focus on homelessness as needed and directed including but not limited to the Continuum of Care meeting
- Work with area housing partners to maintain the Family Shelter's viability as a housing choice in the community
- Attend meetings and trainings relevant to the sustainability of programs and keep up to date on developments related to resources for people experiencing homelessness
- Work with area providers to improve services for people experiencing homelessness
- Work with housing providers to develop relationships to house people experiencing homelessness

- Work with local schools and agencies to bring in volunteers and interns
- Work closely with other CVOEO programs to ensure comprehensive and integrated services including flexible scheduling of all CVOEO housing advocates as and if needed
- Work in conjunction with Chittenden Community Action Housing and Family Services Team to provide a whole team approach to the system of care from outreach to permanent housing
- Maintain an active and positive community relationship via social media, utilizing Facebook and other platforms to solicit community engagement and donations as appropriate
- Ensure high quality training for all staff and track training for each team member

Grant Management

- Assist in seeking new funding sources; complete available private grant requests and oversee timely completion of state and federal grant applications
- Maintain relationships with current state and private grantors
- Assist all grant projects in their implementation
- Submit timely reports and outcomes in accordance with grant mandates

Other Duties

- Advocacy at the legislative, local and state level to improve services for homeless people.
- Submit monthly reports as determined by the Program Director
- Ensure shelter data is kept accurately and reported to funders and partners as appropriate
- Cover shifts during staff absences/ vacancies
- Perform other related duties as assigned

Minimum Requirements

- Bachelor's degree in social or human services or combination of education and experience from which comparable skills and knowledge are acquired.
- A demonstrated history of success in working with people experiencing homelessness and in program development
- Strong supervisory, management and training skills
- Commitment to valuing diversity and contributing to an inclusive working and learning environment.
- Excellent organizational and computer skills
- Effective verbal and written communication skills; bilingual abilities a plus.
- In-depth knowledge of the causes and effects of homelessness, affordable housing, poverty, economic justice and multiple oppressions affecting economically vulnerable groups
- Direct experience in advocacy and service provision to individuals affected by housing and economic insecurities
- Knowledge of community resources.
- Must possess excellent interpersonal and leadership skills.
- Demonstrated ability to collaborate with internal and external partners.
- Must have a valid driver's license, clean driving record, access to reliable transportation and willingness and ability to travel within the CVOEO service area.
- Willingness to work flexible hours, including weekends and evenings.
- Ability to uphold safety standards

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

HR use only			
Union Status	Non-Union	Hiring Range	\$70,973 - \$74,006
FLSA Status	Exempt	Reviewed /Revised	March 2025



Physical Demands: Associate Program Director

The physical demands described here are representative of those that an individual must meet in order to successfully perform the essential functions of this job. CVOEO will make reasonable accommodations to enable individuals with disabilities to perform these functions.

In an 8 hour workday, this job requires:

N = Never (0 hours per day)

R = Rarely (less than ½ hours per day)

O = Occasionally (½ to 2.5 hours per day)

F = Frequently (2.5 to 5.5 hours per day)

C = Continually (5.5 to 8 hours per day)

Lifting/Carrying (Amount of force exerted to lift and/or carry)

1 – 10 lbs. (circle one):	N	R	O	F	C
11 – 20 lbs. (circle one):	N	R	O	F	C
21 – 35 lbs. (circle one):	N	R	O	F	C
36 – 50 lbs. (circle one):	N	R	O	F	C
51 – 75 lbs. (circle one):	N	R	O	F	C
76 – 100 lbs. (circle one):	N	R	O	F	C

Pushing/Pulling (Amount of force exerted to push and/or pull)

1 – 10 lbs. (circle one):	N	R	O	F	C
11 – 20 lbs. (circle one):	N	R	O	F	C
21 – 35 lbs. (circle one):	N	R	O	F	C
36 – 50 lbs. (circle one):	N	R	O	F	C
51 – 75 lbs. (circle one):	N	R	O	F	C
76 – 100 lbs. (circle one):	N	R	O	F	C

Postures/Movements

Sitting (circle one):	N	R	O	F	C
Standing (circle one):	N	R	O	F	C
Walking (circle one):	N	R	O	F	C
Stooping, kneeling, crouching (circle one):	N	R	O	F	C
Reaching and/or grasping (circle one):	N	R	O	F	C
Hand/finger dexterity (circle one):	N	R	O	F	C
Climbing and/or balancing (circle one):	N	R	O	F	C
Carrying, pushing and/or pulling (circle one):	N	R	O	F	C

Cognitive/Sensitive					
Talking (circle one):	N	R	O	F	C
Hearing (circle one):	N	R	O	F	C
Sight (acuity) (circle one):	N	R	O	F	C
Touch (circle one):	N	R	O	F	C
Smelling/tasting (circle one):	N	R	O	F	C
<u>Occupational Aspects/ Work Environment</u>					
<i>The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. C.V.O.E.O. will make reasonable accommodations to enable individuals with disabilities to perform these functions.</i>					
Working Inside (circle one):	N	R	O	F	C
Working Outside (circle one):	N	R	O	F	C
Changing Temperatures (circle one):	N	R	O	F	C
Wet/Humid Conditions (circle one):	N	R	O	F	C
Confined Spaces (circle one):	N	R	O	F	C
Use of computer (circle one):	N	R	O	F	C
Weekend/evening (circle one):	N	R	O	F	C
Areas of dust, odors, mold (circle one):	N	R	O	F	C
Mechanical, electrical hazards (circle one):	N	R	O	F	C
A flexible work schedule (circle one):	N	R	O	F	C
Fast paced and deadline oriented (circle one):	N	R	O	F	C
Warehouse environment, may be noisy (circle one):	N	R	O	F	C
Collaborating and working with others (circle one):	N	R	O	F	C
Travel time, with occasional overnight stays (circle one):	N	R	O	F	C
Work independently and with minimal supervision (circle one):	N	R	O	F	C
<u>Other Aspects</u>					
Infectious Agents (circle one):	N	R	O	F	C
Chemicals (circle one):	N	R	O	F	C

Employees must support CVOEO's mission consistently while performing their duties and while assisting CVOEO in achieving the strategies and outcomes of our strategic plan. They must fulfill their individual responsibility to communicate suggestions, ideas, improvements and other constructive feedback to management. Additionally, every employee is responsible for following the guidelines set forth in the Employee Handbook,

The above is intended to describe the general content of, and requirements for the performance of this job. It is not intended to be construed as an exhaustive statement of duties, responsibilities or requirements.

This job description reflects CVOEO's best effort to describe the essential functions and qualifications of the position described. This is not intended to be a contract for employment and either you or the employer may terminate employment at any time, for any reason. Your signature indicates that you have read this job description and understand the essential functions and essential qualifications of the position. You will be evaluated, in part, based upon your performance of the tasks listed in this job description.

Employee Printed Name: _____ Date: _____

Employee Signature: _____