



ROLE DESCRIPTION

Role: Executive Director, Homeless Services, Cincinnati

DEPARTMENT: Homeless Services City Gospel Mission 1805 Dalton Avenue, Cincinnati, OH

REPORTS TO: VP Homeless Services (Now leads sites in Cincinnati and Middletown, OH)

CLASSIFICATION/ STATUS: Full-Time Exempt

DIRECT REPORTS: Executive Assistant, Case Manager Team Leader, Intake and Support Specialist, Community Facilitator Team Leaders, Kitchen Manager.

GENERAL STATEMENT OF DUTIES & RESPONSIBILITIES:

The Executive Director will lead and coach the Cincinnati based team of staff who serve our program participants as they move away from the challenges of homelessness and toward the stability of suitable housing and wholeness as referenced in CGM WINS. He/she will focus on the specific processes and tasks that enable the Dalton site to function effectively and efficiently. This person will also engage with our external and community partners as needed. She/he will also help with fundraising and public awareness.

MAJOR POSITION RESPONSIBILITIES:

1. Conduct the work of leadership in a way that is consistent with the ministry's core values of being: Godly, builders of meaningful Relationships, Compassionate and focused on Positive Transformation for ourselves and participants in our programs.
2. Provide coaching and training to his/her direct reports as they manage the day-to day operations of the Dalton site. This includes having regular one-to-one meetings and providing support and resources that enable each of them to lead and serve well. Hold full-site team meetings as needed to lead/manage the organization as a whole.
3. Provide training and development for the Community Facilitator Team at large.
4. Work in partnership with the Shelter Directors in Middletown as we seek to leverage synergies that enable all locations to reach WINS as defined by the CGM Board.
5. Help perform staff performance evaluations. Help HR in recruiting, hiring and onboarding new staff members.

6. Work with the VP of Homeless Services and Accounting, to help develop and manage the site budget items. Provide regular report backs regarding actuals vs. forecast.
7. Establish or re-invent the After Care Program for residents. This was suspended during the initial outbreak of Covid 19.
8. Set expectations and maintain staff boundaries for all matters related to managing the Cincinnati site. Hold the team accountable to follow CGM policies and procedures.
9. Partner with CGM Facilities personnel, to ensure the maintenance and cleanliness of physical properties and grounds.
10. Oversee record keeping processes and ensure confidentiality of documents.
11. Complete all reports, assignments and miscellaneous tasks as requested by one-up manager or the President of City Gospel Mission.
12. Coordinate and collaborate with other City Gospel Mission Cause Areas/programs as needed.
13. Pray regularly for program participants, staff, CGM, HHM and the areas of greater Cincinnati and Middletown as a whole.

As with all CGM staff members, the person in this role will complete other work-related duties as assigned.

PERSONAL REQUIREMENTS:

1. Have the personal experience of receiving, by faith, Jesus Christ as Savior and Lord and be actively involved with a local church.
2. Have a passion to see men, women, and children come to know Jesus Christ as their personal Savior and Lord.
3. Have a personal fellowship with the Lord, which includes daily prayer and Bible study.
4. Agree with and sign the statement of faith and mission essentials of City Gospel Mission.
5. Have a personal conviction to serve people of all ethnicities with genuine care and equity.

PHYSICAL REQUIREMENTS:

1. Must have ability to ascend/descend stairs, be able to lift or move up to 25 pounds of office equipment or furnishings in an office and residential dorm setting.
2. The person in this position frequently communicates with program participants and staff who have inquiries about daily tasks or changing conditions. She/he must be able to verbally exchange accurate information in these situations.

SKILLS AND EDUCATIONAL QUALIFICATIONS:

1. Bachelor's Degree and three years of related experience which should include proven ability to lead an organization, or combination of seven years of industry experience along with proven ability to lead an organization.
2. General knowledge of computer programs such as Outlook, Word, Excel, PowerPoint, and Google Docs.
3. The person in this role should have the ability to exercise a high degree of independent decision making and discretion.
4. Excellent communicator both orally and in writing.
5. A strong planner who also leads and solves problems well.
6. The Executive Director must have the ability to effectively de-escalate volatile situations, which is not uncommon in this work environment.

Date Revised: 11/30/21