



ROLE DESCRIPTION

Role: Executive Director, Homeless Services, Cincinnati

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

REPORTS TO: VP Cincinnati 24-Hour Programs & Services (Homeless Services & Transformation Recovery Services)

CLASSIFICATION/ STATUS: Full-Time Exempt

DIRECT REPORTS: Case Manager Team Leader, Community Facilitators, Executive Assistant, Kitchen Manager – Dotted Line.

GENERAL STATEMENT OF DUTIES & RESPONSIBILITIES:

The Executive Director of Homeless Services, Cincinnati provides strategic, operational, and spiritual leadership for City Gospel Mission's Cincinnati-based homeless services. This individual is responsible for executing a Christ-centered vision that empowers guests to transition from crisis to stability. He/she oversees all programming and staff (employees and volunteers) at the Dalton Men's Shelter. As a key member of the 24-Hour Adult Services Leadership Team, the Executive Director will work with community partners and internal partners to enable men to move into the shelter and flow from the shelter into Transformational Recovery Services. This role also includes representing CGM in external relationships, supporting fundraising efforts, and stewarding resources in alignment with CGM's WINS model of participant transformation. (*WINS is the methodology that City Gospel Mission uses to measure its impact on the head, heart, body and soul of a program participant.*)

MAJOR POSITION RESPONSIBILITIES:

1. Conduct the work of servant 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. Partner with the VP of Cincinnati 24-Hour Adult Programs & Services to develop and implement strategic plans and Engagement Area (EA) goals. Actively collaborate with Transformational Recovery leadership to align processes and share resources where appropriate.
3. Provide coaching, training, and development to his/her direct reports as they manage the day-to day operations/programming of the Dalton site. This includes having regular one-to-one meetings and providing training, support and resources that enable each of them to lead and serve well. Complete the annual skill development and performance evaluations for direct reports. Regularly provide balanced feedback.

4. Take the lead to ensure that our programming is effective and able to help participants progress along the CGM WINS continuum. WINS is the metric for measuring transformation of the head, heart, body, and soul.
5. Own training and development for the shelter employees. Develop and execute tailored training plans, for new and existing employees and volunteers as applicable. Understand the industry of overcoming poverty so that the organization can be abreast of new tools/processes. Manage and measure training program effectiveness, help manage applicable budgets and stay updated on training trends. Be involved in CGM wide training on “Homelessness and Trauma Informed Care” as appropriate.
6. Manage relationships with clinical partners to ensure quality and consistency of mental health and supportive services for guests. Collaborate with the Case Management Team and VP to regularly assess service outcomes and respond to emerging needs.
7. Work in partnership with the Hope House Executive Director (Middletown) to leverage synergies that enable all locations to reach WINS as defined by the CGM Board.
8. Work with VP to set staff expectations and maintain boundaries for all matters related to managing the Cincinnati site. Hold the team accountable to follow CGM policies and procedures. This includes co-operation on the management of the onsite Dalton kitchen.
9. Work with VP on assigned EA budgets items. Ensure that work done is in a cost-effective manner.
10. Clearly communicate and promote the mission and methodology of Transformational Recovery to employees, volunteers, community partners, and participants.
11. Manage other partnerships related to wrap around services, the community and other City Gospel Mission Cause Areas/programs.
12. Collaborate with the CGM Facilities Manager to ensure the shelter environment remains safe, functional, and welcoming—engaging employees, participants, and volunteers in its upkeep.
13. Work with the Human Resources Team to help recruit, train, develop, coach and manage City Gospel Mission employees. Be a “positive culture” nurturer.
14. Work with the Church Volunteers and Partners Team to ensure the appropriate and effective utilization of volunteers. These vital volunteer relationships provide in many cases the hand, feet, and resources to execute CGM programming and processes.
15. Oversee accurate and confidential recordkeeping in compliance with legal, ethical, and organizational standards.
16. *Determine whether to re-establish or re-invent the After Care Program for residents. This was suspended during the initial outbreak of Covid 19.*

17. Maintain a consistent rhythm of prayer, Scripture study, and spiritual support for program participants, staff, and the broader CGM community—including regular intercession for CGM, HHM, and the Greater Cincinnati region.
18. 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 in Social Work or related discipline. The preferred candidate has a graduate level degree in a field related and state licensure.
2. Has at least five years of applicable industry experience (examples, homelessness, trauma-informed care, case management, substance abuse.)
3. Demonstrated ability to lead a large organization well.
4. Ability to evaluate and improve systems, processes, data, personnel and make successful adjustments when goals are not being met.
5. Effective with Outlook, Word, Excel, PowerPoint, Google Docs, Videoconferencing, etc.
6. The person in this role should have wisdom and experience that enables a high degree of independent decision making and discretion.
7. Can influence and inspire others. Can be flexible and has excellent follow through and attention to detail.
8. Excellent communicator both orally and in writing.
9. A strong planner who also leads and solves problems well.
10. Must pass a background, motor vehicle checks and drug screen.

Revised VP 24 Hour Services & CHR & TD 5-3-25