**** No Freeze Hospitality Center**

**Program Director**

Position Description

***Position Summary***

No Freeze works to educate students through direct service about the causes of homelessness and the plight of homeless individuals in America. **No Freeze** is a drop in shelter for homeless men and women. This is a “wet shelter” and allows all individuals access to a bed regardless of external factors (i.e. drug and or alcohol use, addictions or past incarcerations). Program directors are responsible for aiding in the management and coordination of a designated Community Outreach (CO) program or project. Specific tasks and obligations for each program vary depending on the program; however, the following responsibilities are required of all program directors.

***Major Duties and Responsibilities***

1. **Program Management and Development** 
   * Develop a mission statement and appropriate goals
   * Contact and meet accordingly with site supervisor
   * Serve as a liaison between participants and site supervisor
   * Implement service activities that meet the self-identified needs of clients; create appropriate materials, engage participants in service delivery, and access external resources as needed
   * Communicate and meet regularly with Student Coordinator and designated CO staff member and site supervisor
2. **Volunteer Management** 
   * Recruit, screen, train and support volunteer and work study participants
   * Prepare participants through orientation and training workshops to achieve program’s objectives; organize meetings, develop training materials, and facilitate activities
   * Provide ongoing monitoring and supervision of participants
   * Communicate regularly with participants regarding scheduling, transportation, activity planning, payroll, and other related program functions

* Recognize participants for their contributions
* Organize opportunities for participants to reflect on their experiences

1. **Administration Tasks**

* Attend all related CO meetings, trainings, seminars, and workshops
* Manage any financial or other resources including budgeting, purchasing, and tracking
* Collect and update data related to programs, membership, and service hours
* Schedule and monitor transportation
* Represent CO at University classes, meetings, or events
* Perform other related duties and activities to support the program and the Office of Community Outreach, as needed

1. **Program Participation**
   * Program directors are expected to participate in their program on a regular basis

***Qualifications***

1. **Minimum Qualifications**:
   * At least one year related experience working or volunteering with homeless population
   * One semester or more of related experience in a leadership and/or supervisory position
   * Capacity to facilitate individual and group supervisory meetings including conflict resolution / problem solving
   * Capability to positively represent CO to the University and external community
   * Proficient interpersonal, relationship, and partnership building skills
   * Ability to effectively convey oral and written communication
   * Demonstrated program development and organizational skills including ability to manage multiple tasks/projects and planning special events
   * Ability to work independently, assess programmatic needs, and develop creative solutions
   * A strong appreciation for, as well as a willingness to work with and support, demographically diverse and traditionally underrepresented and oppressed groups (e.g. race, cultural, gender, ability, and sexual orientation)
   * Demonstrated basic knowledge and skill in the use of personal computers and basic software programs such as Microsoft Office Word and Excel
   * Willingness to work irregular and flexible hours including evenings and weekends
   * Student must not be on academic probation and maintain academic standing in accordance with the Department of Student Activities Student Leader Eligibility Policy (less than a 1.8 semester GPA for 1-23 credits, or less than a 2.0 semester GPA for 24+ credits)
2. **Preferred Qualifications:**
   * At least one year experience with No Freeze
   * One year related experience in a leadership and/or supervisory position
   * Excellent computer skills with an emphasis on Microsoft Office Word and Excel

***Commitment***

* Full academic year commitment is required
* Participation in CO training in August the week before Fall Semester begins
* 10-12 hours per week; exact hours and schedule will fluctuate and are flexible to student’s academic schedule

*The University of Connecticut is an Equal Opportunity Employer and supports all state and federal laws that promote equal opportunity and prohibit discrimination. In keeping with our commitment to build a culturally diverse community, the University of Connecticut encourages applications from women, veterans, people with disabilities and members of traditionally underrepresented populations.*