



## County Director Job Description

**Title:** Chester County Director

**Reports to:** Director of Impact, Bridge of Hope National, for program supervision  
CEO, Bridge of Hope National, as chair of community board

### Qualifications:

1. Master's degree preferred. Minimum of a Bachelor's degree in social work or related field with at least 3 years case management experience and 6 years of housing and homelessness professional experience.
2. Knowledge, experience and skills in working with families who are homeless.
3. A passion for and a commitment to the mission of Bridge of Hope:  
To engage Christian faith communities in ending family homelessness through neighboring relationships that demonstrate Christ's love.
4. Ability to build positive relationships with churches and other Christian faith communities on behalf of Bridge of Hope, fostering their excitement and engagement in the mission of Bridge of Hope, from financial support to Neighboring Volunteer engagement and one-time opportunities.
5. Ability to serve families facing homelessness from a family-centered, strengths-based, trauma informed perspective, and with a spirit of cultural humility,
6. Active member of a Christian faith community that confesses Jesus Christ as Lord and Savior, with a strong personal faith experience.
7. Strong interpersonal skills.
8. Strong communication skills, written and oral.
9. Proficient in computer technology, including Microsoft Office products, Zoom, and able to work with database.
10. Position requires a valid driver's license and availability of a vehicle.

**Position Summary:** Responsible for directing and implementing the work of Bridge of Hope in the county region, including church engagement and recruitment, training of groups of Neighboring Volunteers, supervising staff, working with the community board, public relations and networking, overseeing the family entry process and providing case-management for 4-5 families.

Hours: 40 hours/week; flexible schedule, must be available some evenings and weekends.

### Responsibilities:

1. Program Coordination (60% - 24 hr/wk)

- a. Implement and monitor the mission of Bridge of Hope in the county as directed through the policies and goals of Bridge of Hope National, including using the Bridge of Hope Outcomes, Benchmarks and Standards as a guide for implementing this program.
  - b. Recruit and train all groups of Neighboring Volunteers and support their ministry of Neighboring through ongoing training and supportive services.
  - c. Build referral base and community partnerships with other agencies within the county.
  - d. Conduct Family Entry Process to bring families into the program and/or refer families to alternative programs.
  - e. Facilitate an appropriate Neighborhood Launch between participating families and Neighboring Volunteers.
  - f. Coordinate housing resources, including building and maintaining landlord partnerships
  - g. Initiate and maintain a service agreement and family goal plan for each family. Coordinate how the Neighboring Volunteers can support the family goal plan.
  - h. Provide case-management for 4-5 families, meeting with each family (home visits or in the office) on a weekly, bi-weekly, or monthly basis to provide case management services and to determine progress towards the goals of the family goal plan.
  - i. Meet with each group of Neighboring Volunteers at least quarterly. Maintain availability for phone contact with all members of the Neighborhood.
  - j. Conduct an exit interview with the family. Conduct a closure meeting with each group of Neighboring Volunteers.
2. Church Engagement and Public Relations- Recruit Christian faith communities for partnership with Bridge of Hope and build a positive brand for Bridge of Hope in the county. (20% - 8 hr/wk)
- a. Develop and implement a church engagement annual plan for building stronger links with more Christian faith communities, utilizing community board members and other volunteers as much as possible to build relationships.
  - b. Create strong, mutually beneficial and collaborative relationships with Christian faith communities.
  - c. Give presentations about Bridge of Hope's program to Christian faith communities through displays and public speaking opportunities.
  - d. Follow-up with potentially interested Christian faith communities, encouraging Christian faith communities to support Bridge of Hope through Neighboring, financial support and other volunteer opportunities.
  - e. Recruit Neighboring Volunteers in advance of serving families in order to most quickly connect families in Neighborhoods of support.
  - f. Develop relationships with key individuals within local congregations for nurturing the future involvement of Christian faith communities with Bridge of Hope.
  - g. Relate to council of churches, ministeriums, and other gatherings of

Christian faith community leaders for the purpose of building relationships, presenting Bridge of Hope and building connections with new congregations.

- h. Assure the readiness of the specified number of new Bridge of Hope groups of Neighboring Volunteers annually, who are ready to begin Neighboring as families are accepted into the program. This includes a close working relationship with Bridge of Hope's Neighborhood Resource Specialist/Case Manager.
- i. Speak well of Bridge of Hope's larger network and advocate for other Bridge of Hope locations in neighboring counties.
- j. Write bi-monthly eNews for supporters and volunteers in the county.
- k. Spread the word about Bridge of Hope through presentations in various spheres outside of Christian faith communities as well, such as service clubs, business groups, etc.

3. Supervision/Administration/Fundraising/Board Responsibilities (20% - 8 hr/wk)

- a. Hire case manager(s), when new positions are approved, including advertising, interviewing, hiring, and orienting. Provide ongoing supervision and support to the case manager(s).
- b. Oversee and manage the county budget.
- c. Maintain accurate program data through Outcomes Tracker.
- d. Participate and facilitate in bi-monthly community board meetings. Work to empower and promote the work of the community board and members thereof. Work with the board chair and Executive Director to set the agenda and organize/facilitate meetings and actively engage individual community board members as strong ambassadors and partners in the work of Bridge of Hope.
- e. Recruit, orient, and assign volunteers to serve in various program capacities within the program policy guidelines.
- f. Encourage financial support of Bridge of Hope through contacts with churches, as well as businesses, community organizations, and individuals as requested by development staff.
- g. Assist with occasional concept framing and/or writing of grant proposals.

7. Other responsibilities to fulfill the mission of Bridge of Hope.

- a. Attend annual Bridge of Hope conference and participate in network-wide calls and learning opportunities.
- b. To serve as an ambassador for spreading the word about Bridge of Hope at a state and national level – including speaking well of each other locations in the network.
- c. Other responsibilities as assigned by the Director of Impact or CEO.