

Keystone Opportunity Center, Inc.

Job Description

Director of Housing Stability Programs

Position Summary: The Director of Housing Stability Programs is responsible for the overall management of the social service programs undertaken by Keystone Opportunity Center to address the issue of homelessness in Montgomery and Bucks counties, including: the Housing Resource Center in collaboration with Montgomery County Your Way Home, the Bucks County Rapid Rehousing Program, the Montgomery County Permanent Supportive Housing Program, the Montgomery County Sprout Initiative, the Interfaith Hospitality Network Emergency Shelter Program, the Bucks-Mont Community Case Management Program, as well as any new homelessness prevention/housing stability programs yet to be developed.

The Director of Housing Stability Programs will ensure that individuals and families receiving services through shelter, housing, diversion/prevention or community assistance can move to self-sufficiency as quickly as possible. S/he will supervise all staff and oversee all funding related to these program areas, adhering to program and funding policies and regulations.

This is an exempt, salaried, full-time position.

Qualifications: This is an administrative/leadership role in social services, so in addition to a considerable social work background, the desired candidate will have extensive staff management experience to lead and motivate a team; strong public relations experience that informs the level of professionalism needed to communicate and collaborate with business, religious and community leaders at the highest levels; a substantial understanding of nonprofit funding that includes grant management and grant writing; and significant leadership experience to manage the challenges of knitting one team seamlessly into the whole of a complex organization where multiple departments serve the same organizational mission. The ideal candidate will have a social worker's heart for helping those experiencing homelessness, along with a leader's head for motivating to excellence.

Passion for the mission of Keystone Opportunity Center. Positive, enthusiastic attitude with a personal commitment to excellence. Ability to combine subjective and metrics-driven program evaluation methods. Dedication to creativity on behalf of client self-sufficiency. Experience in change management. Ability to communicate professionally and positively on behalf of the entire organization. Understanding of issues facing people experiencing poverty and crisis, with a deep desire to offer assistance. Ability to work both independently and as part of a team.

MSW and seven years progressively responsible experience managing social service programs and staff, with grant writing, grant management and administrative responsibilities, or any equivalent combination of training and experience which provides the required knowledge, skills and abilities. Must have valid PA Driver's license and daily access to a vehicle that is insured for work use in order to perform mobile outreach. Current child abuse clearance, criminal background check and FBI fingerprint check required.

Reports to: Executive Director

Detailed Duties and Qualifications:

PROGRAM EXECUTION, MONITORING AND CONTROLS

- Oversee all social service programs to address the issue of homelessness, including but not limited to homelessness prevention/diversion, rapid rehousing, housing locating, emergency shelter, tenant based rental assistance and community assistance
- Provide daily training and guidance regarding procedures, policies and expectations of staff

- Respond to grievances in accordance with grievance procedure policies
- Meet personally with clients as needed, especially at times of program probation
- Respond to information, referral requests and general contacts in a timely manner and in accordance with established protocols
- Ensure appropriate coverage of all programs and shifts
- Hold monthly program improvement meeting with staff, by program
- Hold weekly departmental meetings to monitor work completed and provide a team review of cases and challenges
- Meet weekly with the Executive Director to provide updates on department's progress towards goals, meetings with partners, staff supervision, ways to address needs of clients
- Maintain comprehensive working knowledge of the field of social work, housing instability and homeless prevention; educate department staff and agency staff as needed
- Direct the achievement, measurement and reporting of outcomes for all programs
- Manage department budget
- Ensure proper documentation of social services in clinical records in compliance with programmatic, state and federal guidelines
- Ensure execution of every program is in compliance with all federal and county policies, procedures, expectations and requirements
- Manage county HMIS database systems, including training and monitoring of staff
- Identify and recommend additional or improved services to address unmet customer needs
- Participate in all cross-department team projects, including but not limited to the holiday assistance program and the interfaith community services program
- Provide clinical leadership for all social work services, which entails responsibility 24 hours per day, 365 days per year
- Complete other tasks as assigned by the Executive Director to aide in crisis situations, serve the mission of the organization, or for the betterment of Keystone Opportunity Center

STAFF MANAGEMENT

- Supervise all social service staff working on housing stability programs, homelessness prevention programs and community assistance programs
- Serve as a positive, mission-first role model for staff
- Inspire staff to a client-centered, trauma-informed, two-generation service model
- Responsible for restructuring dept to meet changing program needs and grant deliverables
- Experience with human resource issues, demonstrating the ability to make objective decisions, support supervisor and apply performance measures
- Monitor attendance and approve time cards
- Approve and manage staff PTO
- Conduct annual performance evaluations
- Develop and implement performance improvement plans, as needed
- Write job descriptions and interview candidates for open jobs
- Make hiring/firing recommendations

COMMUNICATIONS AND PARTNERSHIPS

- Positively communicate the organizational/department vision, strategic direction and purpose externally and internally
- Represent KOC in community collaborative opportunities as they relate to programs under Director's supervision
- Provide requested information to fulfill organizational marketing, communications and fundraising needs
- Partner with all other departments to fulfill the mission of Keystone Opportunity Center

GRANT MANAGEMENT, WRITING AND REPORTING

- Write grant proposals and grant reports, collect and prepare required documents, and prepare final drafts of grant proposals for submission to Executive Director
- Write narrative for team-led government grant applications/reporting and consult on program budget development
- Design and implement policies and procedures that will produce quality programs administered according to grant requirement
- Ensure all metrics for grant evaluation are met and all reporting requirements are fulfilled
- Monitor programs for funding/grant compliance, program quality, program consistency, and budget parameters
- Participate collaboratively with partners in cooperative grants

WORK ENVIRONMENT

- Comply with agency and programmatic training requirements
- Some evening and weekend hours required
- Visiting individuals and families remotely may require stair climbing
- Supplies for visits may require carrying up to 25 lbs, reaching and kneeling
- Office environment includes lifting, bending, stooping, sitting and standing.

KNOWLEDGE OF:

- principles and practices of staff leadership
- principles and practices of social services programs
- computer software applications, proficiency in Microsoft Word, Excel, Outlook
- grant writing and grant monitoring procedures

ABILITY TO:

- maintain the strictest professional confidentiality standards regarding client and organizational information, and enforce this among staff
- make decisions balancing the needs of the programs with the needs mission and the needs of the organization
- work cooperatively with people of all ages, ethnic backgrounds, socioeconomic levels
- meet deadlines, prioritize, model excellent time management skills
- remain calm and focused in stressful situations
- communicate clearly and effectively in writing and orally
- creatively and positively problem solve
- work collaboratively in a complex organization structure
- recruit and motivate volunteers and oversee staff with these responsibilities
- meet attendance requirements

The above statements are intended to be a representative summary of the major duties and responsibilities performed by incumbents of this job. The incumbent may be requested to perform job-related tasks other than those stated in this description.

To apply, please send a resume with cover letter and current/most recent salary combined into one PDF document to: ExecutiveDirector@KeystoneOpp.org