**Interfaith Hospitality Network of Athens**

**Service Director Job Opening**

Posted: March 1, 2018

Start Date: Open until filled. Start as soon as possible.

Position Location: Athens, Georgia

Interfaith Hospitality Network of Athens (GRN) seeks a full‐time Service Director as part of our outstanding team working to help families in crisis situations achieve sustainable independence.

**Who We Are:**

Interfaith Hospitality Network of Athens is a growing organization that has worked for the last 14 years to give families who are experiencing homelessness the opportunity to stay together as a family and the time and resources to get back on their feet. IHN Athens is a coalition of Athens Area Churches and Congregations of Faith, which provide shelter, meals, and support for families for up to 90 days. Host Congregations, on a rotating basis, provide 3 meals a day to Network Families. Each network family is provided with their own room within the host facility.

Together with our volunteers, supporters, board, staff, and network we work to create structure out of chaos by creating a goal-oriented plan so that those desperately in need can focus beyond daily survival, to a life of stability.

Visit our website www.ihnathens.org to learn more about what we do and how we do it.

Our culture is collaborative, hard‐working, and impact and results driven. We believe in planning for our future and working our plans. We strive toward a sustainable work environment where attention is paid to balancing dedication to our work with other aspects of life. Our operation is based out of Athens, GA, a college town, with a relatively low cost of living and great quality of life.

Our board is hard working and engaged, bringing an amazing variety of talents, skills, and connections that greatly impact our success.

Our current staff consists of 2 full‐time (Executive Director and Service Director) and 1 part‐time (Assistant Director) positions. During the school year, we also have two-four dedicated Social Work interns who assist in our work and we have several other interns from other disciplines and a couple of classes who provide project work. Office Volunteers also play a key role in our administrative structure.

**Who we are looking for:**

You are a person who takes initiative to make the world a better place. People often say you “see something that needs to be done, and you do it, if you don’t know how, you figure it out.” People also describe you as “dedicated,” “passionate,” talented,” “driven,” “outgoing,” “a hard worker,” “friendly,” “innovative,” “respected,” and “sincere.”

You like being with people, being creative, being productive, being organized, and being engaged in what’s going on in the world, our country, our state, and our community. You’re a people person who wants to make a difference.

You actively read/listen/observe and think creatively about how to improve an organization while patiently carrying out its mission. You are interested and invested in what’s going on and know the lay of the land in Athens.

You are caring and compassionate and can tactfully but effectively communicate correction when it is needed.

You believe your role is building relationships with people who share the same values and offering them the opportunity to be involved and to invest – in big ways and in small ways – in providing care and compassion for people who are in need. You are able to diplomatically administer policies and procedures of an organization that works with numerous volunteers and clients who have a wide range of personalities.

**The job we need you to do:**

Carry out the day-to-day implementation of IHNA programs. Which includes:

Case Management

• Responsible for meeting strategic goal of keeping the IHNA Network full with 3 families 96% of the year; only 40 days in 2018 will IHNA have only 2 families

• Assess families for eligibility into the network shelter based on program guidelines.

• Develop individualized, goal-oriented case plan, for families in the program, based on their housing goals.

• Explain program expectations to families entering the network and monitor family’s progress as well as compliance with program policies. Help create a culture of gratitude among all stakeholders.

• Make referrals to local resources for families in the program including, but not limited to, childcare, employment, financial literacy, mainstream benefits, health services, and housing.

• Meet regularly (at least weekly) with families in the program to assess progress towards their goals.

• Document in the agency database services provided, client progress, and case notes for families in the program.

• Work with Executive Director to assess direct client expenses incurred according to agency policy.

• Assist families moving into the network program, and assist families moving out of the program into their own homes, according to program guidelines. Dismiss families from the shelter, if necessary, according to program guidelines.

• Advocate for families to remove barriers to their housing goals.

• Resolve conflicts between families in the network program, if necessary, and between families and volunteers if needed.

• Explain program expectations and policies to families entering the Extended Network Program. Create plans to expand the Extended Network to help families build a stronger and more stable foundation.

• Follow-up, by phone, email, and/or in person with families in the Extended Network Program. Document follow-up in agency database.

• Coordinate case management with other agencies to provide necessary services and referrals for families in the Extended Network Program.

• Provide info about local resources and services to individuals that contact IHNA seeking information. Document interaction in agency database.

• Provide supervision for UGA BSW and MSW interns. Attend School of Social Work trainings for supervisors.

• Attend regularly scheduled staff meetings.

• Maintain communication with the Executive Director and Assistant Director about families and volunteers.

• Prepare information, as requested, by the Executive Director and Assistant Director including, but not limited to, annual reports, grant proposals and reports, newsletters, and board reports.

• Survey clients to assess the impact and effectiveness of our program.

Volunteer Management

• Prepare a weekly information email to volunteer coordinators to schedule the necessary tasks to host families at their congregational facility. This includes, but is not limited to, volunteer van drivers, meal preparers, and evening/overnight volunteers.

• Communicate regularly, by phone and email, in a timely manner with volunteer coordinators about changes to the schedule.

• Schedule the weekend workers to cover the Day Center if requested by a volunteer coordinator.

• Remind volunteer coordinators and volunteers of Family Promise and IHNA guidelines and policies for volunteer tasks and for guest-volunteer interactions.

• Respond to the after-hours cell phone when a volunteer coordinator, or a family in the program, reports an emergency.

• Train and manage office and data entry volunteers, and community service workers to ensure that coverage is provided during business hours and for times when are families are at the Day Center.

• Write monthly communication for volunteer coordinators, board members, clergy, donors, and congregations to update about families in the network, and families in the extended network, according to IHNA confidentiality and privacy guidelines.

Community Collaboration

• Participate in weekly Continuum of Care (CoC) meetings with partner agencies.

• As potential openings for new guests arise, reach out to those who may be able to refer potential new clients. Update and maintain this list.

• Assess eligibility for housing services, for network families, according to Department of Community Affairs and Housing Management Information System (HMIS) policies and assessment tools.

• Collaborate with other shelter case managers, service providers, housing program directors, and homeless education personnel at the school district to address client needs.

• Attend required trainings for HMIS.

• Keep abreast of local resources, maintain agency partnerships, and form new relationships with resources and services to address client needs.

• Attend bi-monthly Homeless and Poverty Coalition meetings.

• Attend yearly Family Promise regional meeting.

• Attend Bi-yearly Family Promise national conference.

Day Center Activities

• Coordinate office volunteers, community service workers, and interns to maintain the Day Center facility and offices including, but not limited to, cleaning and office supplies.

• Instruct interns on procedures for distributing bus tickets to general public as outreach.

• Instruct office volunteers and interns on procedures for in-kind donations brought to the Day Center.

• Contact IHNA volunteer mover to pick up furniture donations.

Organizational Activities

• Help create high visibility for IHNA through such media as electronic newsletters, Facebook, Instagram and the website.

• Work creatively with the IHNA team to enact innovations that will allow IHNA to have the greatest impact on our community.

• Assist in fostering a fundraising culture among our staff, board, and volunteers to inspire them to achieve tremendous results and a stronger community.

• Actively help support our marketing, communications and public relations strategies.

• Work with the Executive Director to implement the strategic plan for program operation and program improvement approved by the board.

• Build effective relations with supporters, service professionals, UGA students and organizations, and referral sources and works collaboratively with partnering agencies and institutions.

• Assist with other IHNA programs, projects, and events as needed.

**What qualifies you for the job:**

• Expertise, experience, traits and skills matching many of the job responsibilities, proficiencies, and attributes listed above.

• Proficiency with Microsoft Office programs including Word, Excel, Publisher, and Power Point; social media programs including Facebook, Twitter, Instagram; and working knowledge of Adobe programs and database management is a plus.

• Valid driver’s license, and ability and willingness to travel around Athens, providing for your own transportation.

• Ability and willingness to work flexible hours, including evenings and weekends.

• A bachelor or graduate degree. MSW is preferred.

• Two or more years of non-profit administration experience.

**Application Procedures:** Please submit a resume, cover letter, and any samples of relevant work products demonstrating how your traits, expertise, experience, and skills match the job responsibilities and qualifications. Please submit application materials electronically to [director@ihnathens.org](mailto:director@ihnathens.org).

**Our Non‐Discrimination Policy:** Interfaith Hospitality Network of Athens is an equal opportunity employer and does not discriminate against employees or applicants on the basis of race, religion, color, political affiliation, disability, national origin, gender, sexual orientation, or age.