

# Catholic Social Services

Job Title: Director of Homeless Programs for the Cape and Islands  
Department: Shelter/PSH  
Reports to: Division Director  
Hours: 40  
FLSA: Salary

## Qualifications

- A degree (MSW, MPA, or related field preferred) with a minimum of 5 years supervisory experience in human services, preferably in the field of housing and homeless services
- Excellent organizational and communication skills
- Computer skills with the ability to perform daily tasks within computer programs, Outlook, Microsoft Word, and Excel
- A reliable, insured vehicle and valid driver's license required
- Bi-lingual helpful

## Job Summary

Catholic Social Services (CSS) operates within the physical boundaries of the Diocese of Fall River providing array of services to individuals and families in need. This position provides oversight of all programmatic functions in the following settings: (a) ***emergency shelter*** (individual shelter serving homeless adult males and females), (b) ***sober transitional housing*** (dorm style living with daily supervision and overnight staffing, providing supportive services to women who are coming out of incarceration), (c) ***permanent supportive housing*** (co-shared occupancy living catering to individuals transitioning from homeless). The Director of Homeless Programs is responsible for the oversight, strategic direction, and leadership. Thus, responsible and accountable for ensuring that the programs pursue the agency's strategic imperatives. CSS seeks to strengthen its services through increased programming, trauma-informed care, and results-based actions, beginning with ensuring employees have the knowledge, tools and support required to help agency move toward its goals and objectives. The ideal candidate must have specialized expertise in leadership, risk management, compliance, business development, public relations, marketing, and communications. The Director of Homeless Programs must continuously drive to improve, transform and grow the programs and services. In other context, engages in the Guild for the Blind related work, forming innovative collaboration to empower people who are visually impaired within the Cape Cod community. This position will provide support to all activities related to operations and promote agency culture, learning, respect and dignity.

## Duties and Responsibilities

The Director of Homeless Programs is responsible for ensuring services provided are safe, timely, effective, efficient, equitable and client-centered.

- Must exemplify our mission in action: which is helping those in need and treating others with compassion, dignity and respect.
- Maintain an effective working relationship with referral sources, DHCD, community agencies, donors and volunteers as well as with colleagues, supervisors, employees and other agency programs.
- Drives program success, takes ownership for problems and timely find ways to address them.
- Exhibit commitment to performing required and necessary tasks to achieve objectives and get the job done.
- Maintain a solution-orientated, professional approach in a challenging environment when dealing with interpersonal conflict, client complaints or time demands.

- Strategically grow the programs; successfully achieving goals and objectives while using insights learned from past performances.
- Demonstrate a thorough understanding of programs and services, contracts, needs of referral sources and local community.
- Has the ability to bring a broad exposure to homelessness and health disparities, form community collaborations and partnerships to addressing equity challenge.
- Report directly to the Division Director, who, in collaboration with the COO, will advance an agenda of examining processes and policies that may inhibit operations within the programs and services, and make recommendations for modifying those policies and practices.
- Facilitates employee focus groups to understand challenges in an effort to drive programs and services to become more productive, competitive, and client-oriented.
- Engage in the Cape and Islands initiatives on homelessness, including efforts to make the shelter the best in its class.
- Collaborating with local agencies to increase shelter standing in the community.
- Must have demonstrated leadership skills with an aim toward improving culture and to develop a plan focused on increasing morale and engagement. Making tough decisions to remedy poor performance, promoting team cooperation, and displaying self-awareness by acknowledging and learning from mistakes.
- Hire, train, and support employees, as well as the coordination and delivery of learning experiences for employees.
- Has the ability to motivate and direct employees, focusing on employee-oriented programs, including making efforts to listen to the needs of employees.
- Must be capable of working through others to accomplish the goals and objectives of the agency.
- Has the emotional intelligence to function in an environment that can be beset with uncertainties.
- Has the ability to demonstrate commitment to quality improvement and willingness to give support to achieve quality programs and services.
- Serves as a resource, coach, and trouble shooter if employees need assistance outside its area of expertise.
- Must be prepared to be involved in the day-to-day decisions of the shelter operations to ensure the daily operations and actual practice conform to DHCD contract requirements, as well as agency policies and procedures.
- Knows when to delegate responsibilities, as well as commissioning a client-centric and client advocacy approach.
- Develop a motivational framework that encourages employees to respond in a positive matter to the goals of the agency.
- Provide leadership in building and cultivating a work environment that is high level of trust between employees and supervisors to respond positively and more desirable.
- Shows respect for people and their differences, sharing information, giving constructive feedback, being consistent and involving others in decision-making.
- Must have business perspective to be alert for program development opportunities to expand its contracts, as well as grow new businesses; look for other opportunities to enter in the Cape and Islands.

- Completes regular summary reports of program utilization and performance, Annual Performance and Evaluation Report, including quarterly and aggregate reports as applicable.
- Honestly and effectively communicates with employees and senior management.
- Collaborate on areas such as quality improvement and program design; dedicate its focus to deliver operational excellence to clients.
- Review performance results identified by the Cape Cod CoC, and provide a written response to the findings or a performance improvement plan (PIP) when applicable.
- Provides guidance and supervision to program managers, and ongoing updates with program or regulation changes.
- Stay informed of any initiatives or resources to support individuals and households experiencing homelessness or at risk of homelessness, and serve as a resource as the information is integrated into practice.
- Stay current on housing regulations and requirements.
- Ensures that employees are adhering to all HUD and program requirements; Housing First framework.

#### **Additional Responsibilities**

- Attend all required program trainings and assigned in-service trainings to comply with annual training requirements.
- Comply with all safety regulations, CSS policies and adhere to agency confidentiality policy.
- Must demonstrate honesty, integrity, and professionalism at all times.
- Mandated reporting of abuse and neglect.
- Report all safety concerns and critical incidents to the Division Director.
- Respond to inquiries, phone calls, correspondence, and e-mails in a timely manner.
- Responsible for bi-weekly payroll and timesheet approvals, sick calls, time off approval, attendance tracking and schedule changes.
- Attend all agency, program and community related meetings.
- Meet with Division Director for weekly supervision and updates, and complete all tasks as assigned by the Division Director.

#### **Working Conditions**

The work environment described, represents what may be encountered while performing the essential functions of the job. Reasonable accommodations may be made to assist individuals with disabilities to perform the essential functions of the position.

- Travels by automobile and is exposed to varying weather conditions.
- Must be able to travel to any assigned sites as required.
- Sits, stands, bends, lifts, grasps, kneels, crouches, reaches, climbs, and moves intermittently during the business hours.
- Works in office areas as well as throughout individual CSS facilities including the community and homeless shelters.
- May be exposed to emotionally upset clients, family members, staff and visitors.
- May be exposed to frequent interruptions, loud noise, and extreme heat/cold.
- Spends time greeting clients/family members, courteously answering telephone calls and responding to emails.
- Ability to make sensory perceptions to evaluate environmental conditions.
- Available to cover On-Call.
- Ability to work and promote a flexible schedule based on programmatic coverage, weekends, holidays, and program emergencies.