

## JOB DESCRIPTION

<b>Position Title:</b> Housing Director	<b>Job Status:</b> Full Time, Exempt
<b>Key Programs:</b> Transitional Living Program, Bridge to Independence, TSH, Safe Home	<b>Location:</b> Admin Office
<b>Reports To:</b> Chief Program Officer	<b>Number of People Supervised:</b> Direct: 4 Indirect: 20 Salary: \$55,000-\$65,000

### POSITION PURPOSE

**New Day believes the developmental transition from youth to adulthood is a critical time when many young people struggle to connect with the supports, they need and want. The Housing Director provides leadership and support that continuously develops the staff and milieu of the Safe Home, serving youth up to age 18 and transitional housing programs for young people 17-24. The Director is responsible for providing leadership for two departments and four programs and developing leaders within the Department. The Director is a member of the senior leadership team within New Day and is responsible for acting as an ambassador for the agency in the community and modeling our mission and values in all interactions.**

### ESSENTIAL DUTIES AND RESPONSIBILITIES (IN PRIORITY ORDER)

The following list of duties or tasks is not intended to be complete but to represent some of the tasks required under each of the major responsibilities.

#### **Leadership Development and Program Support**

- Provide oversight and management of the all housing programs, including the admissions process, admission decisions, relationships with all community partners, and staff training in collaboration with the Training and Impact Director.
- Model and make programmatic decisions based on New Day's values and key approaches which include the Nurtured Heart Approach, Trauma Informed Care, Wraparound and Cultural Responsiveness
- Implement and develop (as needed) policies and procedures and other program support documentation for all programs
- Develop knowledge about Wraparound Principles and Approaches and the ability to give feedback and support to staff in using the approach.
- Develop, monitor, and report on all Quality Assurance measures for all programs.
- Provide oversight in med management, nutrition services, buildings and grounds, and all licensing requirements.
- Track data and develop monthly reports for funders and Chief Program Officer and Chief Executive Officer

#### **Employee Relations and Supervision**

- Provide direct supervision and professional development support to all direct reports utilizing the Nurtured Heart Approach and New Day values as the guideposts of staff development.
- Plan team meetings and retreats for staff to support the on-going development of the teams and programs.
- Oversee and manage the hiring process and make all hiring decisions in collaboration with program leadership where applicable.

<ul style="list-style-type: none"> <li>• Build professional development and wellness plans for employees to support professional growth and maturity and foster work life balance.</li> </ul>		
<ul style="list-style-type: none"> <li>• Address performance in an ongoing supervision process and collaborate with Chief Program Officer to address concerns as needed.</li> </ul>		
<ul style="list-style-type: none"> <li>• Set on call schedule with staff for programs that require it and participate in the rotation and or provide back-up as needed.</li> </ul>		
<ul style="list-style-type: none"> <li>• Be available to respond to emergencies as they arise and respond in the middle of the night to support staff with challenging situations.</li> </ul>		
<b>Community Partnerships</b>		
<ul style="list-style-type: none"> <li>• Represent the agency with community and government entities</li> </ul>		
<ul style="list-style-type: none"> <li>• Cultivate relationships between adult and youth housing providers</li> </ul>		
<b>EDUCATION &amp; RELATED WORK EXPERIENCE</b>		
<b>Education Level/ Years of Related Work Experience: (minimum &amp; preferred educational requirements necessary to perform this job successfully)</b>		
<ul style="list-style-type: none"> <li>• Masters (preferred) or bachelor's degree in social services, education or another related field.</li> <li>• 5 years of supervisory experience required.</li> <li>• 4-8 years of experience working with youth that have experienced homelessness, trauma, and/or system involvement.</li> <li>• Experience working in residential or housing program preferred.</li> </ul>		
<b>SKILLS AND KNOWLEDGE</b>		
	<b>Required</b>	<b>Preferred</b>
Knowledge of community resources and experienced in providing referral services clients	<b>X</b>	
Strong leadership, mentoring and coaching skills	<b>X</b>	
Ability to identify quality support strategies	<b>X</b>	
Excellent oral communication skills reflecting solid customer service both in-person and via the telephone	<b>X</b>	
Ability to relate well in cross-cultural environments	<b>X</b>	
Ability to use time effectively	<b>X</b>	
Ability to focus on details;	<b>X</b>	
Ability to adapt to shifting priorities	<b>X</b>	
Ability to position and promote opportunities	<b>X</b>	
Proficiency in technical areas such as Microsoft Office; including Word, Outlook, Access and Excel.	<b>X</b>	
Bilingual, English and Spanish		<b>X</b>
Ability and willingness to travel locally and regionally to meet agency needs	<b>X</b>	

<b>Core Competencies</b>	<b>High Performance Indicators</b>
<b>Coaching/Coachability –</b>	Assesses needs of teams; successful in coaching employees to maximize their strengths and support their needs. Responds well to coaching by supervisor.
<b>Visionary &amp; Strategic Thinking</b>	Contributes to strategic planning with fresh ideas and forward thinking. Participates with all team collaboratives in developing innovative strategies for overcoming challenges and attaining goals. Takes initiative to identify roadblocks and create new paths to success.
<b>Leadership –</b>	Leads teams with enthusiasm, motivating them to achieve positive outcomes. Recognizes and rewards team successes. Remains positive in the face of adversity and encourages team to accept challenges and be team oriented.

<b>Organizing</b>	Can marshal resources to get things done; orchestrate multiple activities at once to accomplish a goal; uses resources effectively and efficiently; arranges information and files in a useful manner; follows established process.
<b>Prioritizing</b>	The ability to evaluate the urgency of each task before assigning timelines and resources.
<b>Partnership Development</b>	Identifies resources in community; assists team in accessing these resources. Builds partnerships with community and governmental entities.
<b>Customer Focus</b>	Is dedicated to meeting the expectations and requirements of youth and their families; establishes and maintains effective relationship with youth and gains their trust and respect; deals effectively with diversity.
<b>Social Service</b>	Good understanding of needs of population. Ensures quality support for youth and their families; maintains confidentiality in daily operations; effectively collaborates with program staff.
<b>Interpersonal Savvy</b>	Relates well to all kinds of people outside the organization; uses diplomacy and tact; capable of diffusing difficult situations comfortably.
<b>Results/Outcome Orientation</b>	Is motivated by results; can be counted on to meet and exceed goals successfully; monitors process and progress on objectives and measures.
<b>Approachability and Availability</b>	Is easy to approach and talk to; is sensitive to and patient with others; builds rapport well; is a good listener. Is available to staff when situations arise needing immediate action.

**CONDITIONS OF EMPLOYMENT**

**(Describe any specific conditions for employment relative to this position)**

Must be able to pass comprehensive criminal, sexual offender, MVD background checks.  
Must have car, valid driver's license, and meet state required automobile insurance minimums.

**WORK ENVIRONMENT AMERICANS WITH DISABILITIES ACT**

**Equipment Used:**

PC and standard office equipment, including utility dolly

**Physical Requirements:**

The position requires the ability to lift 40 pounds unassisted, 45 and above pounds with assistance.

***Equal Employment Opportunity***

New Day Youth and Family Services provides equal employment opportunities to all qualified individuals without regard to race, creed, color, religion, national origin, age, sex, marital status, sexual orientation, or non-disqualifying physical or mental handicap or disability.

***Job Responsibilities***

The previous statements reflect the general duties, responsibilities and competencies considered necessary to perform the essential duties & responsibilities of the job and should not be considered as a detailed description of all the work requirements of the position. New Day Youth and Family Services may change the specific job duties with or without prior notice based on the needs of the organization.

**ACKNOWLEDGEMENTS**

**Creation Date:**

**Revision Date:**

**Supervisor: I have approved this job description and reviewed with my employee.**

Signature:

Date:

**Employee: I have reviewed this job description with my supervisor and acknowledge receipt.**

Signature:

Date:

**Executive Director/Department Director**

Signature:

Date:

