



PEOPLE'S EMERGENCY CENTER

Nurturing Families, Strengthening Neighborhoods, Driving Change.

Director, Emergency and Transitional Housing

Department: Social Services

Classification: Exempt

Reports to: President/CEO

JOB DESCRIPTION

Summary:

The Director of Emergency and Transitional Housing will provide leadership, oversight and performance management to all employees in Emergency and Transitional Housing including case management, education and residential. The Director will develop strategies and trauma informed programs that are aligned with PEC's mission, goals and objectives.

Essential Duties and Responsibilities:

Program management:

- Ensure PEC social service delivery is in compliance with the Office of Supportive Housing (OHS) case management standards and all required contracts
- Ensure that all services are provided in a trauma informed manner and are utilizing PEC identified best practice standards
- Develop and monitor process for all client data which is to include, but not limited to: data entry into PEC's internal database (Cares.net), data accuracy: adherence to contractual (HUD, OHS and DHS) requirements and oversee the quality and compliance of bi-monthly activities which include intake and service plan updates
- Facilitate coordination across all programs to assure utilization of all skills and services
- Meet regularly with PEC President
- Meet regularly with all social service managers/supervisors , develop plans of action as necessary and maintain action steps and follow up at all times
- Facilitate regularly scheduled managerial team meeting
- Be available and approachable to hear client grievances and assist with problem solving
- Represent PEC to external agencies and funders, especially those who serve the homeless and/or have emergency or transitional programs
- Advocate for PEC client and program needs
- Assure that all social service staff are fully informed of most current resources and information about housing assistance, income supports, parenting programs, drug/alcohol and health care resources

Human Resources:

- Recruit, interview and recommend for hiring
- Train, supervise and evaluate all direct staff as well as assure training for all social service staff
- Assure that all staff receive mandated trainings
- Plan and participate in trainings as needed
- Implement all PEC personnel policies and procedures

Administration:

- Prepare quarterly Board data and reports based on strategic plan and any other requested information
- Assure that all government, foundation and Board reports are accurate and timely
- Present data and progress to the Board as requested

- Develop all program goals and objectives each year for each program.
- Ensure that budget is adhered to and that all supervisors are well informed of the budget parameters
- Participate in Board Committees as requested

Competency Categories :

- Trauma Informed
- Conflict management Skills
- Oral and Written Communications skills
- Organizing and Planning skills
- Knowledge of Performance Management
- Results Orientation and outcome focused
- Team Building Skills
- Pro-active, self-starter
- Ability to process and have empathy
- Crisis management ability
- Supervisory expertise

Required Education and Experience:

- Graduate degree in human service related field, MSW preferred
- Minimum ten years of experience in human services and prior supervisory experience
- Proven ability to work with low-income families and youth
- Proficiency with MS office programs: Word, Excel and Outlook

Preferred Education and Experience:

- Experience in a clinical setting
- Experience in child welfare

Additional Eligibility Qualifications:

Work Environment:

This job operates in an office environment and in a shelter setting. This role uses standard office equipment.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to sit, talk and hear. The employee is occasionally required to walk, use hands and fingers to feel, handle, or operate objects or controls; and reach with hands and arms. The employee must occasionally lift and/or move up to 30 pounds.]

Other Duties:

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

PEC is an equal opportunity employer. All applicants will be considered for employment without attention to race, color, religion, sex, sexual orientation, gender identity, national origin, and veteran or disability status.

Please send resumes to lhendrickson@pec-cares.org