



We house, feed, and support those in need with compassion and dignity.

Job Posting

Title: **Associate Director of Crisis Housing and Services**

Reports to: **Director of Housing and Services**

FLSA Status: **Full-time, Exempt**

EEO Code: **2**

Overview:

St. Vincent de Paul Louisville is one of the longest serving social charities in Louisville. We are located in the up-and-coming Shelby Park neighborhood. Through our homeless shelters, community kitchen, supportive housing programs, professional case management, clinical services and retail thrift stores, *we house, feed and support those in need with compassion and dignity* on the path toward self-sufficiency.

Position Summary:

The **Associate Director of Crisis Housing and Services** is responsible for ensuring the excellence of SVDP's facilities and services in our emergency shelter, transitional housing and single room occupancy programs. This position leads up to 8 direct reports and is responsible for the successful delivery of services to numerous at-risk individuals and families. Areas of expertise include chronic homelessness, joblessness, mental illness, drug/alcohol addiction, family homelessness and emergency shelter services.

Essential Duties and Responsibilities:

- Assist the Director of Housing and Services with financial oversight and budgetary accountability for the assigned areas of responsibility
- Coordinate training, appropriately evaluate and effectively supervise all direct reports
- Complete bi-weekly case review, monthly individual supervision and quarterly group supervision with direct reports
- Assist the Director of Housing and Services in analyzing, proposing, and executing strategies to improve and/or develop program initiatives seeking to maximize the effectiveness of service delivery
- Assist the Director of Housing and Services in preparing, providing oversight and leading each department through annual monitoring, inspections and licensing procedures
- Oversee the quality of leasing and case management documentation
- Oversee terminations and evictions as warranted and in compliance with all laws
- Ensure that leases, HAPs, HQS inspections, recertification, rent reasonableness comparisons, and other relevant rental paperwork are HUD compliant
- Ensure compliance with lead-based paint regulations
- Ensure recertification dates are effectively communicated to clients and case managers and are completed as due
- Ensure tenants' portion of the rent/occupancy fees are calculated appropriately; ensure that utility allowances are calculated and disbursed appropriately; ensure appropriate documentation of tenants' income and assets
- Collaborate with the Director of Maintenance to ensure timely turn-over of empty units and the resolution of maintenance requests
- Ensure that participants' rents are tracked and that clients' receive adequate communication about any delinquency
- Review monthly balance statements for accuracy

- Coordinate and oversee operations including vendor relationships, contractor workmanship, rent collections, to ensure smooth operations of the properties
- Maintain occupancy rates of above 85% for all projects, in collaboration with the Director of Housing and Services and the Director of Maintenance
- Respond to complaints, requests for mediation and requests for grievance hearings in accordance with established policies and procedures.
- Successfully resolve complaints, mediations and grievances
- Coordinate communication with case managers, program managers and supervisors to ensure case management support for clients with housing issues
- Conduct periodic surveys to determine tenant satisfaction with properties
- Research, develop, and execute new policy and procedure changes to optimize service delivery in all departments in which entrusted
- Understand and effectively communicate policies and procedures
- Maintain compliance with COA standards, HUD regulations and any other applicable laws and regulations
- Participate, through the direction of the Director of Housing and Programs, in the strategic planning process, including the regular assessment of existing services, modification of existing services when necessary and development of new programs expanding the reach of SVDP
- Participate in the identification and development of measurable outcome metrics for SVDP programs and the methodology necessary to effectively track said outcomes
- Participate in Performance Quality Improvement (PQI) for the organization by generating Performance Improvement Plans, assessing and responding to trends in incident reports, implementing annual plan goals and steps and completing file review
- Oversee HMIS data entry for all SVDP programs ensuring licensed staff members are completing HMIS appropriately and communicating any pertinent information or changes regarding HMIS data entry
- Protect the SVDP brand by representing the agency through positive communication and professionalism
- Establish and maintain the Agency as the premier organization serving those in need
- Responsible for monthly PQI reporting and review utilizing the *Plan, Do, Study, Act* method
- Other duties as assigned

Knowledge, Skills, Abilities:

- Knowledge and understanding and experience with Housing First, Trauma Informed Care and Harm Reduction
- Knowledge and experience with HUD funded housing programs, especially the Rapid Re-Housing to Transitional Housing model
- Experience and skill with SROs and/or Low-Income Housing Tax Credit projects preferred
- Skill and experience in Case Management
- Skill and experience in Program Management
- Extraordinary management skills and knowledge in implementing and managing the Agency's programs
- Ability to be a self-starter; Must be proactive and a problem solver
- Excellent written, verbal communication and presentation skills
- Superior organization, prioritization and self-motivation skills
- Strong computer literacy skills with the MS Office suite as well as client database applications
- Strategic skills – ability to assess client needs and build/monitor programs to maximize successful outcomes
- Ability to interact effectively as a leader and work collaboratively with other departments
- Ability to create opportunities within the scope of the agency's programs, to strengthen relations with team members and improve performance

- Ability to effectively and appropriately communicate information detailing SVDP mission, programs and services to interested constituencies including media, volunteer groups, SVDP campus guests and at community engagements such as parishes, churches and schools
- Strong financial and analytical skills

Education, Qualifications, Certifications, Trainings, Licenses:

- Bachelor’s degree in Social Services/Human Services or Public Administration or related field
- Five or more years of direct management experience required, preferably in Human Services
- A combination of education, training and experience that results in demonstrated competency to perform the work may be substituted
- Extensive knowledge of community resources
- Successfully pass any required pre-employment background and drug screening
- Complete Tuberculosis test required once a year
- Valid Driver’s License
- Commitment to the Mission, Vision and Values of St. Vincent de Paul Louisville

Reporting to this position: As many as (8) Program Managers

Benefits/Additional Information:

In addition to a sense of purpose and pride that comes from serving others, eligible employees enjoy paid holidays, paid leave, paid Life/Short/Long Term Insurance as well as access to SVDP’s Section 125 Health and 401(k) Retirement Plans.

St. Vincent de Paul Louisville will conduct a thorough background investigation as part of its application process. Investigations are not limited to, but will include review and verification of the following: previous employment, character references, motor vehicle reports, personality and aptitude testing, drug screening and a comprehensive criminal background and credit check.

Apply online: www.svdplou.org

Email cover letter and resume to: mtull@svdplou.org

Apply in person:

St. Vincent de Paul Louisville
 1015-C South Preston St
 Louisville, KY 40203

Mail cover letter and resume to:

St. Vincent de Paul Louisville
 Attn: HR Director
 PO Box 17126
 Louisville, KY 40217-0126

Cover letters are appreciated.

St. Vincent de Paul Louisville is an Equal Opportunity Employer and absolutely committed to diversity. (M/F/D/V)