

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

Job Posting

Title: **Director of Housing and Services**
FLSA Status: **Full-time, Exempt**

Reports to: **COO**
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 **Director of Housing and Services** is responsible for ensuring the excellence of our housing and case management services.

This position is ultimately responsible for all aspects of all housing and services, including budgeting, reporting, staffing and compliance.

Essential Duties and Responsibilities:

- Coordinate and oversee the provision and operations of housing and case management for the people we serve
- Train, supervise and evaluate Associate Directors, ensuring that they deliver effective supervision, leadership and high quality services in a caring and professional manner
- Develop, implement and oversee processes and procedures to ensure that housing and case management is provided safely, fairly, in compliance with rules and regulations and within approved budgets
- Collaborate with the Finance Department in overseeing the timely payment of rent
- Maintain an annual occupancy rate in all facilities above 85%
- Successfully collaborate with community partners, including HUD, the Coalition for the Homeless and Louisville Metro Department of Resilience and Community Services
- Work with leadership to identify agency and client needs and build program strategies to support those needs
- Serve on the agency's leadership team
- Understand and effectively communicate policies and procedures
- Maintain compliance with COA standards, HUD regulations and any other applicable laws and regulations
- Oversee preparation and site visits for monitoring, audits, inspections and grants oversight
- Ensure that both case management documentation and housing documentation is sufficient, completed in a timely way and of high quality
- Maintain occupancy rates of above 85% for all projects, in collaboration with the Director of Maintenance
- Ensure that complaints, mediations and grievance hearings are being responded to in a timely fashion and in compliance with policies and procedures
- Oversee the coordination of the Associate Director of Housing's direct reports and the Associate Director of Services' direct reports to ensure the success of our goals and mission
- Oversee and report on outcomes and the evaluation of service delivery
- Ensure HMIS (Homeless Management Information System) data is entered and meets quality standards

- Oversee and implement housing software and database to ensure rents are paid and maintenance requests are filled
- Survey and assess staff and client satisfaction on at least an annual basis
- 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
- Protect the SVDP brand by representing the agency through positive communication and professionalism
- Other duties as assigned

Knowledge, Skills, Abilities:

- Extraordinary management skills and knowledge in implementing and managing agency's programs
- Understanding and experience with Fair Housing laws, Tenant Rights, Housing First, Trauma Informed Care and Harm Reduction
- Experience growing and managing teams
- 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 and 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 plan, coordinate, monitor and motivate the activities of others
- Ability to listen (e.g. clients, staff) and to understand and respond positively to their requests
- Ability to work without supervision and to set one's own priorities
- Strong financial and analysis skills
- Successfully develop training programs that will engage management and team associates

Education, Qualifications, Certifications, Trainings, Licenses:

- Master'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: Three (3) Associate Directors

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)