



St. Vincent de Paul – Job Description

Title: **Associate Director of Community Support**
FLSA Status: **Full-time, Exempt**

Reports to: **Chief Operating Officer**
EEO Code: **2**

Overview:

St Vincent de Paul, Louisville (SVDP) is one of the longest serving social charities in Louisville. Through our homeless shelters, supportive housing programs, professional case management, clinical services, after-school programming, Open Hand Kitchen, Food Pantry, and retail thrift stores, we house, feed, and support those in need with compassion and dignity.

Position Summary:

The **Associate Director of Community Support** supports the Chief Operating Officer, Director of Development and Director of Conferences and Volunteers by managing SVDP's Community Supports, which includes the Open Hand Kitchen, the food pantry and the Family Success Center. This position leads at least 2 direct reports and is responsible for the successful delivery of services to numerous at-risk individuals and families. Issues and areas of expertise include chronic homelessness, joblessness, mental illness and drug/alcohol addiction, family homelessness and emergency shelter services. This position is ultimately responsible for all aspects of the named grants/programs, from budgeting to reporting.

Essential Duties and Responsibilities:

- Assist the Chief Operating Officer, Director of Development and Director of Conferences and Volunteers with revenue growth and financial oversight for the assigned areas of responsibility
- Coordinate training, appropriately evaluate and effectively supervise all direct reports
- Develop strategies for the most effective delivery of community supports
- Assist the Director of Conferences and Volunteers in recruiting, training, managing and appreciating volunteers in the Open Hand Kitchen, Family Success Center and food pantry
- Identify and develop community partnerships that enrich and sustain the Open Hand Kitchen, food pantry and Family Success Center
- Strengthen SVDP's connection to the Shelby Park Neighborhood and improve our responsiveness to the needs of the community
- Coordinate and oversee necessary monitorings, inspections and licensing for the Open Hand Kitchen, food pantry and Family Success Center through the health department, Dare to Care and other partners to ensure the health and safety of our services
- Research, develop, and execute new policy and procedure changes to optimize service delivery in all departments in which entrusted
- Assist in facilitating regularly scheduled programs staff meetings, communicating all relevant information, updates and training to staff
- Participate, through the direction of the Director of Programs, in the strategic planning process for the Programs Department 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
- Receive, consolidate and disseminate reporting, meeting designated deadlines for submission
- Responsible for the named grants/programs' reporting in the Agency's accreditation and PQI process
- 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

St Vincent de Paul reserves the right to revise this job description as it deems necessary.



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- Other duties as assigned

Specific Knowledge, Skills, Abilities:

- Extraordinary management skills and knowledge in implementing and managing the Agency's programs
- 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
- Extensive knowledge of community resources
- Successfully pass any required pre-employment background and drug screening
- Commitment to the mission and goals of St Vincent de Paul
- Valid Driver's License

Reporting to this position: 2 Program Managers

Physical Demands/Effort/Work Environment:

*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 of the job.***

While performing the duties of this job, the employee is regularly required to operate a motor vehicle, talk and hear. The employee is regularly required to stand, walk, sit, use hands and fingers, and reach with hands and arms.

The job may be performed in areas/neighborhoods that could be considered threatening. Work may occasionally be performed at night, on weekends, and in inclement weather.

The requirements listed are representative of minimum levels of knowledge, skills, and/or abilities. This position description is not meant to imply that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related instructions and duties requested by the supervisor. This job description is not a contract for employment. It does not alter or affect the "at-will" doctrine adhered to by SVDP.



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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.

SVDP 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 check.

Apply online: www.svdplou.org

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

Mail cover letter and resume to:

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

SVDP is proud to be an Equal Employment Opportunity, Affirmative Action employer and absolutely committed to diversity. We do not discriminate based on race, religion, color, national origin, gender (including pregnancy, childbirth, or related medical conditions), sexual orientation, gender identity, gender expression, age, status as a protected veteran, status as an individual with a disability, or other applicable legally protected characteristics.