



JOB DESCRIPTION

Position Title	Department	Reports to
Director of Housing Programs	Housing	Executive Director
Employment Status	FLSA Status	Effective Date
Full-Time	Exempt	03/19/24

POSITION SUMMARY

Good Samaritan’s mission is to end poverty and homelessness. We do this by mobilizing faith-based and community partners, activating individual and community assets, and meeting immediate needs in our community.

The Director of Housing Programs will guide the work of a dynamic team of leaders, and run the day-to-day operations of the housing department, to ensure services meet the changing needs of our most vulnerable community members. The ideal candidate will be detail oriented, collaborative, and driven to operate the department with an urgency that matches this growing community need. If you hope to enhance your strategic problem-solving skills, hone your organizational strengths, and find a space where your leadership abilities result in meaningful community impact, we look forward to hearing from you.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The essential functions include, but are not limited to the following:

- Drive and lead the objectives for housing services, ensuring the highest quality standards and exceptional customer service while prioritizing safety for colleagues and clients.
- Manage the annual department plan and budget, ensuring cost management while driving efficiency improvements.
- Work collaboratively across service areas and internal departments.
- Lead and supervise a team of housing professionals, providing oversight in the recruitment, hiring and management of housing staff according to the department and agency’s needs.
- In concert with Leadership, develop and implement housing policies and procedures meeting or exceeding grant regulations and conduct ongoing program audits for quality control.
- Create and implement a cross-departmental plan to coordinate service delivery.
- Manage housing grant spend down to ensure housing service provision matches resources.
- Work with the Finance Department to:
 - a. Monitor service outcomes and track grant metrics.
 - b. Authorize payments and approve housing program plans.
 - c. Report on grants for internal and external stakeholders.

- Address program participation appeals and grievances.
- Lead program expansion and assist in the writing of public and private grants to support programming.
- Maintain the highest standards of ethical conduct and practice with staff, community, and clients.
- Lead internal and external training and in-service sessions as appropriate.
- Participate in community housing activities and presentations about Good Samaritan and its services as assigned.
- Foster collaboration with other homeless entry organizations.

MINIMUM QUALIFICATIONS (KNOWLEDGE, SKILLS, AND ABILITIES)

- Bachelor's level degree in human services or business-related field or equivalent.
- At least 2-4 years supervisory experience leading a staff size of three or more.
- Demonstrated respect for those of diverse cultures, backgrounds, and circumstances.
- Proven ability to provide leadership and coordinate the work of a team of professional staff.
- Capacity to prioritize multiple tasks and information effectively and confidently.
- Ability to learn and comply with complex regulatory program rules and expectations.
- Excellent interpersonal, communication, and organizational skills (written and verbal)
- Must have advanced computer skills and basic math skills.
- Ability to work flexible schedule; most hours between Mondays to Fridays, 8:30 a.m. - 5:00 p.m.
- Must have access to a personal vehicle, valid driver's license, and auto insurance.

PREFERRED QUALIFICATIONS (KNOWLEDGE, SKILLS, AND ABILITIES)

- Previous experience with persons experiencing homelessness, or other housing programs.
- Experience working with grant funded programs and non-profit organizations.
- An understanding of the Housing First model of services
- Previous lived experience of homelessness or housing instability a plus.
- Master's Degree in a Human Service Field or Community Development a plus
- Spanish language proficiency a plus

PHYSICAL DEMANDS AND WORK ENVIRONMENT

The Director of Housing Programs primarily works in a professional office environment and regularly visits other organizations and provides oversight for professional social service staff who meet regularly in-homes throughout Ottawa County.

While performing the duties of this job the employee is regularly required to move about inside the office to access file cabinets, office machinery, etc., and must be able to remain in a stationary position 50% of the time, and occasionally lift and move 25lb boxes unassisted. The employee will also constantly operate office machinery such as computers, copy machines and calculators, and will frequently learn added information and communicate accurate details in person and over the phone.

Employees also frequently drive to community events and may move in and out of housing participant's homes under varying weather conditions, which may require the ability to ascend and descend stairs while carrying necessary appointment materials.

NOTE

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.

Good Samaritan Ministries is an Equal Opportunity Employer, drug free workplace, and complies with ADA regulations as applicable.