



Job Description: Director of Housing Services

Exempt: Yes

Supervisor: Executive Director

Salary Level: Commensurate with experience

Date: January 2023

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Approved by: John Cole

ORGANIZATION: Chum is a 501(c) (3) organization whose programs serve more than 8,000 low-income, homeless, hungry, isolated, or otherwise marginalized community members each year.

SUMMARY:

The Director of Housing Services is responsible for carrying out the mission of Chum at the Steve O’Neil Apartments, the St. Francis Apartments, and at potential future housing sites. Steve O’Neil and St. Francis Apartments respectively serve families and the elderly with long-term or recurrent experiences of homelessness. The Director of Housing Services will provide direct day-to-day supervision to Steve O’Neil and St. Francis Apartment programs and coordinate with other directors and staff on issues relating to the day-to-day operations of both programs, including stabilization and distributive services. Programs within the Steve O’Neil and St. Francis Apartments include, but are not limited to: food distribution, community building, eldercare, family coaching, family activities, early childhood programming, and youth programming.

This director level position involves serving on Chum’s Management Team, and leads a team of employees, volunteers, and partners to carry out the program and property goals based on “Housing First,” “Harm Reduction” and “Trauma-informed” philosophies. The Director of Housing services is responsible for leading, monitoring and improving services for the housing communities of Chum.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Management

- Coordinates and supervises the day-to-day work of Chum staff, contracted service providers and volunteers to promote smooth operation of both programs. Serves as director at Steve O’Neil and St. Francis Apartments.
- Ability to lead, mentor and direct staff to accomplish multiple programmatic goals. Utilizes a strengths-based approach to leadership.
- Collaborates with property management, including participating in weekly housing program leadership meetings.
- Assists in developing and implementing policies, procedures, schedules and methods of work from a services perspective that is consistent with the goals and mission of the program.
- Oversees scheduling, training, and onboarding of new hires. Ensures performance reviews are done in a timely manner, and in accordance with Chum’s policies.
- Fosters communication and a positive work environment through mentoring, counseling, weekly staff meetings and team building. Encourages an environment that is conducive to the safety of staff, tenants and guests.
- Oversees crisis response processes; strives to discover areas of potential improvement in collaboration with building partners and area law enforcement.

Compliance

- Understands and supports program policies, including resident selection, Fair Housing laws, building safety, health codes, and local ordinances.
- Ensures Chum's housing programs are compliant with HUD's requirements and standards.
- Develops and sets standards for the maintenance of resident records and files in compliance with funders and agency requirements. Guides and teaches staff in these standards and practices. Reviews case files quarterly. Oversees that all housing paperwork is completed.
- Compiles statistical information regularly or as needed to complete reports for various funding sources including but not limited to HMIS, APRs, Chum and Center City Housing data collection systems.
- Ensures that service-related information needed for processing applications and tenant certifications is shared with property management in a timely manner.
- Participates in Center City Housing Corp, St. Luke's, Chum and funder inspections. Accompanies inspectors upon request.
- Understands and complies with MOU requirements and guidelines. Demonstrated ability to work collaboratively within partnerships, including excellent and timely communication skills.

Program Sustainability

- In partnership with the Finance Director, reviews monthly financial reports and addresses budget variances; prepares monthly project narrative reports to the Executive Director. Assists in preparing and managing housing program annual budget.
- Develops methods of evaluating program outcomes; monitors and reports on the progress of programmatic goals/outcomes. Provides timely reports to funders, partners and supervisor.
- Prioritizes awareness of staff's need for self-care; has a pulse on staff well-being and initiates opportunities to address vicarious trauma, utilizing agency resources and pre-established relationships with practitioners.

External Relations

- Develops and sustains relationships with service providers and community partners to maximize services and resources for residents/tenants.
- Ability to work through Chum churches and utilize church resources.

QUALIFICATIONS:

Preferred Education & Experience:

Bachelor's degree (B.A.) plus 5 years' experience in the supportive housing programming field (preferred), human services, program management, mental health, chemical dependency or equivalent combination of education and relevant experience.

Minimum Education:

Associate of Arts (A.A.) and 8 years' experience in a related field including 5 years' experience specifically in supportive housing programming or equivalent combination of education and relevant experience.

Knowledge, Skills and Abilities:

- Experience working in HUD funded programs. Low-income housing services expertise a plus.
- Demonstrated understanding of the importance of data collection practices, especially in regard to housing stabilization services and funding requirements.
- Proficient in HMIS and other databases.
- Ability to follow and/or develop procedures for data collection and teach these practices to responsible staff.
- Understanding of grant reporting requirements and demonstrated organizational capabilities to address reporting needs.
- Exemplified knowledge of best practices in strengths-based case management and how to support staff in this work.
- Supervisory experience, including building staff schedules, providing onboarding and training, and a supportive approach to management.
- Knowledge of the Housing First, Trauma-Informed and Harm Reduction philosophies.
- Experience working with individuals from culturally and economically diverse backgrounds including those who have experienced homelessness; experience working with high-barrier populations from one or more of the following areas: chemical dependency, mental health, social services or the criminal justice system.
- Willingness and ability to learn about ACE's (Adverse Childhood Experiences) and the Circles of Security method of teaching attachment theory in regards to building strong caregiver-child relationships.
- Ability to pass a criminal background check.
- 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 required to talk, hear, stand, walk and sit. The employee is occasionally required to: use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; stoop, kneel, crouch, or crawl; and taste or smell.
- Ability to lift/move up to 40 pounds.
- Be fully vaccinated and boosted against Covid-19; provision of proof required.
- Ability to wear a mask when required.

Certificates, Licenses, Registrations:

First Aid, Narcan and CPR training (*provided by Chum*)

APPLICATION DEADLINE:

Please send a cover letter and resumé by e-mail to chum@chumduluth.org by Friday, February 03, 2023.