

## Job Description



**Our mission** Supporting the independence of vulnerable seniors and families in crisis through high-impact programs. **Our vision** Uniting the community through service. **Our values** Welcome and respect all people. Act with integrity. Value individual initiative and ability. Serve individuals and the community as an act of faith. Balance humanitarian goals with sound business practices.

MIFA provides a workplace that supports our strategic goal of serving more. Our people strategies create a culture that:

- assumes 100% accountability for the quality and integrity of our work
- embraces the use of technology
- encourages big and small innovation in problem solving, project management and idea generation
- is vibrant, adapts to change and offers opportunities for personal and professional growth

<b>Job title</b>	<b>Director of Emergency Housing</b>		
Reports to	VP of Family Programs		
Compensation level	Supervisory C		
Revised date	October 24, 2019		
<input checked="" type="checkbox"/> Full-time	<input type="checkbox"/> Part-time	<input checked="" type="checkbox"/> Exempt	<input type="checkbox"/> Non-exempt

### Directors at MIFA

**Directors** possess the knowledge and authority to make decisions on behalf of their areas, often independent of a supervising vice president or chief. They generally supervise at least three employees and provide guidance for their teams, including clearly communicating strategic goals, fostering trust, promoting professional development, and holding staff and each other accountable. They spend most of their time managing efficient operations, with an eye for opportunities to innovate or integrate technology. Additional priorities include compliance and cross-training to ensure continuity of operations. These staff members report to chiefs or vice presidents.

### Position summary

The Director of Emergency Housing is responsible for managing the daily operations of the Emergency Housing Services program, including direct service provision, staff management and development, grant management and compliance, reporting, and outcome evaluation. Serves as a MIFA representative and key contact in the community.

### Qualifications

- Bachelor's Degree in Social Services or related field
- Five years of experience working in a social service environment
- Four years grant and non-profit compliance job related experience

- Five years of management experience
- Proficient operating communication systems (computers, email, laptops, telephone, faxes, scanners, and presentation equipment.), Microsoft Office: Word, Excel, and various database systems

## Major responsibilities and related tasks

- Provide direct supervision to E m e r g e n c y Housing Services program, processes and staff.
  - a) Hire, train and supervise staff, developing a cooperative and effective team
  - b) Ensure that processes, procedures and training for the provision of timely, efficient, consistent, and accurate services are in place, and updated annually
  - c) Provide ongoing modeling and training to all staff on the importance of providing excellent customer service with professionalism
  - d) Monitor staff's day to day performance, providing on-going feedback and support
  - e) Provide day to day direct services to assigned caseload
  - f) Provide back up to staff as needed due to absence and in times of high demand
  - g) Complete annual staff performance reviews in a timely manner, focusing on staff development and professional growth
  - h) Guide and encourage program staff to participant in MIFA-wide activities and committees
  - i) Work cooperatively as a strong team member of the Family Programs; train and support other program staff and assist co-workers with program coverage and client assistance as needed
  - j) Oversee the provision of services to approximately 3,000 clients per year, ensuring the mission, vision and values of MIFA are at the forefront of service delivery
  - k) Knowledge of the requirements of the HEARTH Act; staying abreast of federal, state and local issues of homelessness is a must
  - l) Knowledge/willingness to learn and implement best practice case management methods; (Trauma Informed; Strength Based; Vandenberg Wraparound)
  - m) Screen for eligibility and complete applications for prevention and rapid rehousing services in an accurate and timely manner while balancing multiple priorities
  - n) Management of multiple program components including homelessness prevention, re-housing and shelter placement and agency coordination and homeless hotline
  - o) Conduct an annual assessment of staffing needs, assignments, and program needs to develop the annual budget plan and justification
  - p) Develop and complete the annual budget; submitting the budget worksheets and narrative in a timely manner
  - q) Oversee and audit the daily/monthly expenditure to ensure that expenses stay within the monthly and annual budgets
  - r) Calculate spending trends monthly and adjust spending rates as needed and appropriate
  - s) Look for more and develop effective and efficient service delivery models through researching best practices; be open to smarter ways to work, including through technology
  - t) Develop opportunities for Meritan and volunteer involvement and positions to maximize services and minimize staff overload

- Ensure that all program operations are in compliance with funding contracts and agreements
  - a) Accurately review contracts and agreements ensuring that the budget, scope, activities and outcomes are as expected and agreed to; ensure the grant review process is conducted in a timely manner
  - b) Provide timely, accurate, well- articulated grant and program reporting, ensuring reports reflect the scope of the services provided and fully highlight the accomplishments of the program
  - c) Produce bi-monthly MOR reports and quarterly/annual City and HUD reports
  - d) Provide needed information to Achievement staff and the Director of Program Performance for grants, proposals, evaluation and reports in a timely manner
  - e) Review CoactionNet assistance fund use report daily; resolve any report discrepancies with Accounting as they arise
  - f) Input and manage HMIS data system and reports, reviewing monthly
  - g) Ensure the appropriate check and balance systems for both operations and assistance expenditures are followed by all staff
  - h) Quickly and accurately address concerns from vendors and clients concerning the receipt of financial assistance; reconcile any issues with accounting
  
- Act as program's internal and external liaison
  - a) Actively pursue, develop and maintain collaborative partnerships with social service agencies, providers, and funders to ensure the ongoing communication of service availability and needs in the community
  - b) Act as an engaged and active member of the Emergency Housing Partnership and the CoC consortium, attending monthly meetings
  - c) Act as a representative of MIFA and the Emergency Housing Services program to the community, providing information and education as needed through speaking engagements, training, and workshops
  - d) Act as the lead liaison with funders by representing MIFA at meetings, present reports, and articulate the accomplishments and needs of the program
  - e) Assist in developing and leading the Family Program advisory committee, scheduling meetings and setting the agenda

<b>Other responsibilities</b>
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- Represent the program at meetings and community functions as necessary.
- Other duties as assigned.
- Ability to monitor grants and provide timely and accurate reports
- Ability to manage budgets with multiple funding sources.
- Experience with HUD funding and priorities a plus
- Demonstrated experience in regulatory compliance
- Knowledge of HQS and Habitability inspection requirements
- Experience with supervising and managing both on-site and in-the -field staff
- Ability to welcome and respect people of diverse ages, races, household compositions and persons in crisis

- Positive leadership and professional skills
- Experience coordinating and executing multiple tasks and projects
- Good people and verbal communication skills
- Ability to complete duties on schedule with little or no supervision
- Ability to network to develop and promote collaborative relationships with funders and other providers
- Ability to handle client and donor information confidentially and discreetly.
- Ability to research and develop an efficient and effective program based on best practices
- Experience using computerized accounting & budgetary systems, including, spreadsheets
- Experience with HMIS a plus
- Ability to provide direct services to clientele

### Supervisory responsibilities

Emergency Housing Service Staff: RRH Operations Lead (Family Housing Specialist) Central Intake Operations Lead (Intake & Hotline staff), Rapid Re-Housing Administrative Coordinator and HMIS Administrative Coordinator

### Physical Demands and Work Environment

*The physical demands and work environment characteristics 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.*

**Physical demands:** While performing the duties of this job, the employee is occasionally required to stand, walk (or means to transport oneself); sit; use hand to finger, handle, or feel objects, tools, or controls; reach with hands and arms; balance; stoop, kneel, crouch; talk or hear. The employee must occasionally lift and/or move 15 to 25 pounds. Specific vision abilities required by the job include close vision, distance vision.

**Work environment:** The noise level in the work environment is usually moderate to high. Position may also require ongoing or periodic exposure to high crime environments. While performing the duties of this job, the employee is exposed to moderate to high levels of stress during peak periods, and atypical work hours are periodically required.

### Employee acknowledgment

I acknowledge that I have read and understand the duties and expectations outlined in this job description.

I acknowledge the job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Duties, responsibilities and activities may change, or new ones may be assigned at any time with or without notice.

Employee name \_\_\_\_\_ Employee signature \_\_\_\_\_

Supervisor name \_\_\_\_\_ Supervisor signature \_\_\_\_\_