



## Job Description

**Title:** Senior Director of Shelter Services

**Hours:** Full-Time (40 hours weekly, Exempt)

**Reports To:** Chief Programs Officer

**Purpose:** The primary function of the Senior Director of Shelter Services will be responsible for creating and implementing policies and strategies for the emergency shelter programs under their purview. This position will be responsible for overseeing budgets and grant outcomes for the emergency shelters. The Senior Director of Shelter Services is responsible for the following emergency shelter programs: Village of Hope, Naomi's House Triage Center, and new Family Hope Shelter (opening in early 2023). This position will manage a team of Coordinators at each shelter program.

### Job Responsibilities and Duties

- Provide program management and development for the shelter programs under their purview.
- Implement policy and procedures for the shelters
- Oversee the operational budgets for their programs
- Provide management, guidance, and support to shelter Coordinator staff
- Oversee the shelter budgets and grant spending
- Set performance goals for all programs
- Evaluate Coordinators of the shelters
- Work with Coordinators to implement training for staff
- Develop strong internal relationships with Coordinators and Executive team to ensure client's needs are met
- Evaluate department outcomes and make necessary adjustments for performance goals
- Train Coordinators on HMIS and other databases utilized by Poverello House
- Ensure all program reports are submitted in a timely manner
- Engage with community partners and community initiatives relating to shelter programs
- Other duties as assigned by Chief Programs Officer and CEO

### Qualifications

- Bachelor's degree in Health and Human Services, Social Work, or other applicable field (experience may be substituted for education)
- At least 5 years of progressive managerial or administrative experience

- Excellent communication skills; both verbal and written
- Ability to multi-task and work well under pressure
- Proven ability to work independently with guidance
- Reliable transportation, insurance coverage and valid driver's license
- Proficiency in the Microsoft Office Suite, Outlook (E-mail)

### **Preferred**

- Experience in Health and Human Services/Social Services field
- Experience working in a non-profit organization
- Experience working in or managing an emergency shelter for those experiencing homelessness
- Knowledge of homelessness, Poverello House programs and the needs of the community

### **Compensation**

- \$70,000-\$80,000 annual salary range, depending on experience
- Paid vacation (accruals dependent upon time served)
- 9 paid holidays, Birthday holiday, paid sick time (per applicable laws, plus accruals)
- Medical/Dental/Vision Benefits for employee and dependents (80/20 employer/employee pay as of 4/1/21)
- Retirement benefit through SIMPLE IRA plan with 3% employer match
- Life insurance plan benefit
- Mileage reimbursement at Federal reimbursement rate
- Cell phone reimbursement