

**VOLUNTEERS OF AMERICA ALASKA
DIRECTOR OF
HOMELESS SERVICES
POSITION DESCRIPTION**

Position Title:	Director of Homeless Services
Reports To:	VP of Treatment Services
Direct Report(s):	PSH Case Manager, PSH Lead Mental Health Clinician, Covenant House Clinician
Salary:	\$60,000 to \$65,000 DOE

Objective

The Director of Homeless Services is responsible for management and development of the homeless services division. The Director of Homeless Services is responsible for assuring quality service to all program participants through the development of programs and resources, assessment/placement of clients, and management of daily workflow as it relates to overall organizational operations. In addition, the Director of Homeless Services assures that all work is performed in a cost effective and service oriented manner in accordance with negotiated contracts, appropriate procedures and established organizational standards. The Director of Homeless Services coordinates program requirements with other operational areas and has overall responsibility for the supervision, development and motivation of staff.

Essential Functions, Duties & Responsibilities

Responsible for the development and management of all financial and contractual aspects of the program services.

- Assist the Division Director in the development and monitoring of annual budgets working towards goal achievement.
- Provide quality program services within established budgets.
- Provide all documentation to comply with contractual agreements.
- Participate in developing community relations and maintain positive image of the program.
- Assist in the acquisition and renewal of grants.
- Complete monthly, quarterly, and annual reports for the funding sources.
- Refer new sources of funding to senior management and assist, as possible, in securing such funds.

- Develop and maintain approved operations manuals.

Responsible for the management of all areas of daily operations and activities of the program services in compliance with company policies.

- Manage all property maintenance, security, and safety concerns that arise on a daily basis at the program sites.
- Coordinate client placement referrals to determine appropriateness of program placements.
- Respond to complaints from contracting agents, clients, property neighbors and all other program related affiliates.
- Maintain accountability and inventory of program equipment and supplies.
- Respond to all client grievances.
- Supervise the coordination of all medical, psychological, psychiatric, and /or other necessary evaluations of clients.
- Provide 24 hour on call emergency assistance to clients and staff as necessary.

Responsible for distribution and monitoring of staff's workloads to achieve established objectives of the department.

- Respond to personnel complaints and provides technical expertise to handle exceptions to standard policy.
- Identify resources necessary to attain performance standards.
- Develop daily, weekly and monthly staffing schedules in order to accomplish program objectives.
- Ensure adequate ongoing client contact to verify employee performance is in line with client needs via routine quality assurance methods. This includes regular communication with clients, service providers and external municipality/state program representatives.
- Direct available resources as needed.
- Assist with daily workloads, if necessary.

Responsible for training, development and motivation of staff.

- Interview and hire qualified employees.
- Establish goals and objectives for staff and evaluate achievements of established goals.
- Assist in department orientation and training for new employees to assure quality work, taking corrective action as necessary.
- Identify appropriate ongoing training for existing staff.
- Conduct ongoing performance appraisals and recommend salary adjustments for staff.

- Provide progressive disciplinary action for employee performance improvement when necessary.
- Maintain an above average working knowledge of fire, safety, and health standards to assure safe work environment for all personnel.

Responsible for self-development

- Continually learn and enhance technical and interpersonal skills.
- Attend all mandatory training as assigned.
- Attend all Program Management/Leadership team meetings as assigned.

Responsible for the dissemination of information to staff and senior management on new developments and the status of activities as it applies to the overall company operations.

- Inform senior management of the status of potential workflow problems, allowing senior management to assist with workflow needs to meet program objectives and project future staffing needs.
- Communicate new and established procedures and company policies to the staff and insure proper implementation.
- Serve as part of the organization management team by providing information and support for the development of quality operations.
- Maintain a professional working relationships with other Agencies and Leadership Members.

Knowledge, Skills and Abilities

A Master's or Bachelor's Degree in social services, or a related field, is preferred. A minimum of five years' experience in the human services field dealing with issues and challenges unique to homelessness, substance abuse, young adults, minorities, mental health, issues dealing with elderly, and persons with disabilities. Demonstrated success in a management role of 2 years or more required. A combination of education and experience will be considered. Requires CPR and First Aid training within ninety (90) days of employment, re-certification as necessary and T.B. testing annually. Must have a valid Alaska Driver License and clean driving record. Ability to work flexible hours (including days, evenings and some weekend hours.) Ability to travel if required (must have own transportation.)

Working Conditions

The work environment characteristics and physical demands described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Works in office areas. Interacts with staff, consultants, and outside vendors. May be subjected to interruptions throughout the workday.
- May work in community settings assisting staff as they navigate services for their clients searching for permanent supportive housing.
- While performing the duties of this job the employee is frequently required to sit; use hands to finger, handle, or feel; and talk or hear. The employee is occasionally required to lift up to 25 pounds. The vision requirement includes close vision.

Acknowledgement

Every effort has been made to identify the essential functions of this position. However, this job description in no way states or implies that these are the only duties you may be required to perform. The omission of specific descriptions of duties does not exclude them from the position if the work is similar, related or can be considered essential to this position.

I have read and understand this job description and fully understand the requirements set forth herein. I accept the position and agree to abide by the requirements set forth and will perform all duties and responsibilities to the best of my ability. I further understand that my employment is at-will; that my employment may be terminated at-will by Volunteers of America Alaska or myself, with or without notice for any reason not expressly prohibited by law.

Printed Name of Employee

_____ Date: _____

Signature of Employee