LIFTING UP WESTCHESTER

JOB DESCRIPTION: PROGRAM DIRECTOR – SUPPORTIVE HOUSING SERVICES

SALARY RANGE 77k-85K

SUMMARY:
The Program Director is responsible for overseeing all aspects of the management of four supportive housing programs. Utilizing a team approach, ensures the coordination of housing and support services for individuals and families impacted by mental illness, substance abuse, HIV/AIDS, legal and other medical issues. Provides ongoing supervision to staff including intake, eligibility and care coordination. As a member of the management team, collaborates regularly with Senior Management on issues related to program operation, budgets and human resources.

PROGRAM MANAGEMENT:

- Supervise the integration and quality of program services for all agency leased scattered site housing.
- Supervise outreach and intake process for new participants.
- Review and approve participant applications to verify HUD eligibility.
- Develop systems to minimize vacancy time by requesting and identifying housing eligible referrals.
- Oversee timely completion of re-certifications, lease renewals.
- Monitor rent collections including written rent payment reminders, arrears notices. Identify the need for compliance interventions and evictions.
- Follow-up on all apartment vacancy related issues.
- Liaison with owners/building management on maintenance and tenant issues.
- Monitor Housing Quality Standards and track mandated annual inspections.
- Represent the agency in the community and participate in service provider networks relevant to client needs.

STAFF SUPERVISION & TRAINING:

- Weekly supervision of all staff; complete annual evaluations and provide written improvement plans when needed.
- Ensure all case records (electronic and paper) are accurate, comprehensive and up to date with notes and back-up documentation.
- Develop and manage detailed checklists to ensure staff review and collect all required eligibility documentation.
- Assess and facilitate crisis Intervention strategies as needed.
- Ensure all staff members support housing stability in working with clients on budgeting, money management, and those in arrears.
- Coordinate with attorney when necessary to ensure that all clients in arrears are fairly and efficiently moved through the legal process.
DATA COLLECTION, MANAGEMENT & REPORTING:

- Ensure timely completion and submission of HUD Activity Timesheets, Quarterly DCMH POMS report for RAP and data entries into OMH CAIRS, PCS and Unique People systems.
- Ensure back-up documentation is available for voucher submissions.
- Oversee management of HMIS database including completion of all compliance reports, as well data entered into the eSHARE system for NYCDOHMH.

SKILLS AND QUALIFICATIONS:

- Master’s Degree with a minimum of 5 years of professional experience in the human services, social work, or related field.
- Minimum five years' experience in non-profit management with a proven track record in successful implementation of housing programs.
- Extensive supervisory experience in case management, program development, and policy and procedures.
- Minimum 3 Years of Clinical Experience Highly Recommended
- Excellent written and oral communication skills.
- Exceptional organizational, detail oriented, and time management skills.
- Experience working with diverse populations and individuals impacted by poverty, chronic homelessness, mental illness, substance abuse and HIV/AIDS
- Flexibility with work schedule when necessary.
- Valid Driver’s License required.

TO APPLY:

Please email a resume to Willa Brody, Chief Operations Officer, at wbrody@liftingupwestchester.org.