Job title | Director of Family Crisis Services
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Reports to | Associate Executive Director of Programs
Position Status | Full Time
Salary Range | Starting salary $65,000, Salary commensurate with experience
Assignment | Regular/Benefited
EEO Class | Senior Level Officials and Managers
FLSA Status | Exempt

Job purpose

Our mission is to help people move out of homelessness and into housing in the community. As a leader in the field of homeless and housing services, The Road Home is a strong, vibrant organization continuously seeking to grow and deepen our impact by further developing our programs to end homelessness. We will continue to build a data-driven, outcomes oriented culture that emphasizes the importance of continuous learning and growth.

The Director of Family Crisis Services is responsible for the overall administration of The Road Home’s family crisis services and shelter program serving 110 to 120 families per day at our Midvale and Salt Lake locations. The Director provides leadership for the day to day operation of the Midvale facility and program accountability to ensure service goals are met or exceeded.

Program management will focus on Housing First services to individuals and families who have experienced homelessness as well as infusing Trauma Informed Care practices into the program. Case management programs will focus on assisting clients in obtaining and maintaining housing, as well as addressing the underlying causes of a household’s homelessness.

This passionate self starter will support creativity and problem solving with staff and clients. The Director will work tirelessly to help streamline programs that end homelessness as quickly as possible for every family we serve. The Director will value and seek opportunities for input from clients and staff. The Director will be a model for ethical, fair, competent and professional values, service delivery and client relations, including supportive and appropriate individual services to clients, client rights, confidentiality and boundaries, respect for personal dignity, worth and privacy of clients, the self-determination of clients in relation to their needs, problems, goals and interests.

Duties and Responsibilities

Program Management, Coordination and Development:

- Oversee all program operations to ensure success of the program in meeting the needs of families and children experiencing homelessness.
• Work closely with the other departments in our agency as well as onsite and other community partners to develop and coordinate client services.
• Keep abreast of federal and local changes regarding homeless services, housing services and shelter as well as new and emerging best practices and research.
• Infuse Trauma Informed Care into client services.
• Carry out administrative duties including reports, collection of data, development of resources, program evaluation and research.
• Work with Executive Leadership and the accounting team to monitor and manage family services budget, process invoices and maintain records.

Staff Management:
• Direct a diverse staff including 24/7 support staff and case management
• Ensure highest quality of data entry and reporting
• Support staff development, coaching.
• Lead weekly staffing meetings and other meetings as required or desirable.

Community Liaison:
• Maintain effective and cooperative inter-agency relationships, including attendance at community meetings and committees related to family services.
• Serve as the primary point of contact for all community meetings and partnerships related to the Midvale Family Center.
• Build and foster relationships with partner agencies; including education, employment, mental health, substance abuse, and medical providers to support client services that can transition into housing stability support as the families move out into the community.

Supervises
• Approximately 25 FTE with direct supervision to Service leads at each location and supervisor of 24/7 staffing
• Americorps Members
• VISTA Members
• MSW Graduate Student Interns

Qualifications
• High degree of commitment, authenticity and integrity.
• Proven leadership and management skills in a complex and dynamic human services environment.
• Master’s degree from an accredited college or university or equivalent experience in Social Work or other related field.

• At least one year of supervisory experience.

• Extensive knowledge of homeless populations and the practice of Housing First.

• Provide evidence of continued professional development and experience associated with current trends in trauma-informed care, harm reduction and recovery principles and standards of care, and strengths-based case management.

• Knowledge of mainstream resource programs.

• Current State Licensure is a plus.

• Superb interpersonal skills and written and oral communication skills.

Experience

• Minimum of one year of experience working with homeless or low-income populations. Knowledge of homeless or severely at-risk populations.

• Knowledge and experience of administrative duties including project management, supervision of a diverse staff, reporting and presentation, computer fluency and organizational skills.

Instructions to apply

To apply, please email resumes@theroadhome.org. Please include the job title in the subject line.

* A pre-employment screening is required and includes job application, reasoning test, criminal background check and drug test.*