



Support and  
Shelter for  
Overcoming  
Homelessness

<b>Job title</b>	Director of Shelter for Unaccompanied Men and Women		
<b>Reports to</b>	Associate Executive Director of Programs	<b>Position Status</b>	Full Time
<b>Salary Range</b>	Starting salary \$65,000, Salary commensurate with experience	<b>Assignment</b>	Regular/Benefited
<b>EEO Class</b>	Senior Level Officials and Managers	<b>FLSA Status</b>	Exempt

### Job Summary

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 Shelter for Unaccompanied Men and Women is responsible for the overall administration of The Road Home’s adult shelter program serving men and women at our Salt Lake locations. The Director provides leadership for the day-to-day operation of the Salt Lake Community Shelter and Resource Center facility and winter shelter site and program accountability to ensure service goals are met or exceeded. The Director will work with senior staff to transition from the Salt Lake Community Shelter to the new South Salt Lake’s Men’s Resource Center in July 2019.

Program management will focus on *Housing First* services to individuals 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 individual 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 adults 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 significant 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 shelter & 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 homeless services.
- Serve as a primary point of contact for all community meetings and partnerships related to the Salt Lake Community Shelter.
- 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 men and women move out into the community.

**Supervises:**

- Direct supervision of multiple shift and program supervisors.
- Indirectly supervises approximately 40 FTEs who are managed by this department's supervisors including Shelter Advocates, Case Managers and Intake and Client Engagement team members.

- Americorps Members
- VISTA Members
- 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 in a field related to social services, disadvantaged populations, or social work is strongly preferred.
- At least three years 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.
- Superb interpersonal skills and written and oral communication skills.

### Experience

- Minimum of three years 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](mailto: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 back ground check and drug test.\*

*The Road Home is an Equal Opportunity Employer*