



Support and
Shelter for
Overcoming
Homelessness

Job title	Housing Not Jail Supervisor		
Reports to	Director of Supportive Housing Services		
Position Status	Full Time	Assignment	Regular/Benefited
Salary Range	\$20-\$25/hour DOE		Exempt
Shift	Day		

Job Summary

The Road Home seeks employees that have a deep commitment to the mission of serving adults and families that are experiencing homelessness. The Housing Not Jail (HNJ) Supervisor will work within a homeless shelter system that provides emergency shelter to over 1,000 individuals nightly and permanent supportive housing to over 1,700 individuals each day. Working here is an opportunity to build people and change lives!

The HNJ Supervisor will provide supervision and oversight to a multi-disciplinary team of 2 x Housing Specialists, 2 x Case Managers, an Employment Specialist, a Mental Health Clinician, and a VISTA volunteer. The team provides *Housing First, Trauma-Informed* services within a Progressive Engagement framework to individuals experiencing homelessness. HNJ is an innovative Pay For Success program and is delivered in partnership with Salt Lake County, the Sorensen Impact Center, Utah Criminal Justice Center, and Volunteers of America.

Duties and Responsibilities

Supervision

1. Supervise a multi-disciplinary team
 - a. Provide weekly supervision sessions
 - b. Provide case consultation and informal mentoring
 - c. Encourage training and development opportunities
 - d. Support each team member to achieve key performance indicators each quarter and comply with program regulations.
2. Ensure best practices are implemented and adhered to
 - a. Housing First
 - b. Trauma Informed Care
 - c. Rapid Re-housing program standards

Administration

1. Hire, train and orient new staff.
2. Provide administrative oversight for all programmatic requirements, including a thorough knowledge of reporting requirements and outcomes.

3. Ensure that administrative processes (eligibility paperwork, re-certifications, rents, etc.) run smoothly and efficiently.
4. Develop and maintain relationships with key partner agencies.
5. Attend internal and external stakeholder meetings and maintain good working relationships with key stakeholders.
6. Ensure that monthly and quarterly reports/assessments are updated and submitted in a timely manner.
7. Coordinate with the Quality Assurance team to ensure that quarterly benchmarks and KPIs are met for grant compliance.
8. Communicate regularly with the Director of Supportive Housing Services on all aspects of program operations.
9. Other duties as assigned.

Strategic Direction

1. Observe emerging trends for program participants and within the homeless service sector. Proactively engage in problem solving and programmatic change.
2. Be aware of process inefficiencies and engage in quality improvement.
3. Special projects as assigned.

Education and Experience

Bachelor's Degree in Psychology, Social Work, Sociology or related field required.

Master's Degree preferred.

Previous supervisory or managerial experience preferred.

Experience working with vulnerable populations preferred.

Skills and Requirements

- Must adhere to and believe in the mission and vision of The Road Home.
- Ability to lead change and innovation.
- Ability to create a dynamic and inspiring team environment with an open communication culture.
- Ability to effectively communicate verbally and in writing.
- Possess critical thinking and active listening skills.
- Working knowledge of Trauma Informed Care and Housing First. Willingness to incorporate these philosophies into your day to day work and foster them within the department and the agency.
- Interpersonal skills that effectively motivate and inspire others.
- Must be a self-starter, self-directed person and able to work independently.

- Ability to work with diverse clients. Being culturally responsive and approaching clients who are from different racial, socio-economic, and ethnic communities with respect and openness.
- Adaptability and flexibility. Responds to change with a positive attitude and a willingness to be creative in finding ways to accomplish activities and objectives.
- Must be dependable, reliable and have a strong work ethic.
- Excellent organizational skills and able to multitask.
- Strong computer skills.
- Strong clinical skills, judgment and the ability to make sound decisions independently and with confidence.
- Ability and willingness to accept direction and constructive feedback from Director of Housing Programs.

Physical and Equipment Requirements

Ability to lift 25 pounds and drive agency vehicles.

Instructions to Apply

To apply, please email a cover letter and resume to resumes@theroadhome.org. Please include the job title ***Housing Not Jail Supervisor*** in the subject line.

The Road Home is an Equal Opportunity Employer