

## Housing Families Inc. Job Description

<b>Job Title</b>	Director of Shelter Services
<b>Hiring Manager</b>	Cheryl Williams
<b>HM Title</b>	Chief Operating Officer
<b>Location</b>	Malden, MA

### ABOUT US

Housing Families Inc. (HFI) was founded in 1986 by community members concerned about the growing crisis of homelessness. We provide safe, temporary shelter to 100 homeless families and quality affordable housing to 68 formerly homeless and at-risk families. We offer individualized supportive services to 90 homeless children that enriches their lives through our *GREAT* Youth and Families Program, and we help over 400 families each year maintain permanent housing through our Homelessness Prevention Program.

Our vision is a world in which everybody has a place to call home. We are looking for those who share in this vision and for skilled, compassionate individuals who share in our agency values of Respect, Caring, Integrity, Growth, and Teamwork.

### RESPONSIBILITIES

- Manage all aspects of daily operations for Shelter Programs through Supervision of a capable staff including Team Leaders, Family Advocates and the Residential Supervisor.
- Support the health and safety of residents and staff in all facilities.
- Develop and implement Shelter Policy and Procedure.
- Develop programs and activities related to housing search, financial literacy, and other support services.
- Ensure that referred/mandated social services support the health and well-being of the families Housing Families serves.
- Ensure compliance with all state and federal regulations, and that government service contract requirements are fulfilled.
- Establish and implement processes to recruit, hire, train, support and coach staff.
- Ensure staff coverage at our sites.
- Provide on call support for staff during weekday evenings.
- Review personnel policies with each new employee.
- Process payroll bi-weekly.
- Maintain positive relationships with funders, neighbors, police, community and civic leaders.
- Ensure the maintenance of individual case records in accord with regulations as well as maintaining ETO database and other systems.
- Conduct periodic individual unit safety inspections.
- Interface with Housing Families maintenance staff utilizing a maintenance request system.
- Facilitate monthly staff meetings
- Attend case conferences with families, staff and outside vendors.
- Respond to all grievances from residents and shelter staff.
- Collaborate and facilitate interdepartmental meetings

## Housing Families Inc. Job Description

- Conceptualize, coordinate and implement staff trainings, either conduct yourself or identify external trainer
- Attend and contribute to management meetings and professional development meetings
- Perform other duties as required.

### QUALIFICATIONS

- Minimum BS/BA degree with at least 5 years of progressively responsible experience in a human services and/or residential setting
- Demonstrated ability to manage and motivate staff to accomplish stated goals and objectives of the program while developing their individual and group skills
- The ability to work well in a highly pressured environment, and meet the short term and long term mandates of the program.
- Ability to implement and utilize limit setting techniques and appropriate boundaries.
- Strong interpersonal and management skills
- Knowledge of DHCD regulations preferred
- Proficient computer skills in Microsoft applications
- Ability to work independently and relate to all levels of the organization
- Excellent communication skills, conflict resolution skills, supervision skills
- Fiscal management skills inclusive of budgetary control
- Employee development and performance management skills
- Strong leadership and problem solving skills
- Strong written and verbal skills
- Supervisory and management experience

Salary is commensurate with experience and capability. Excellent benefits. The position is based in Malden, MA. A car is required.

Interested candidates should email a cover letter and resume to Cheryl Williams, COO, Housing Families at [cwilliams@housingfamilies.org](mailto:cwilliams@housingfamilies.org). Please put your 'Name and Director of Shelter Services' in the subject line of the email.